

**DOVER FEDERAL CREDIT UNION
POSITION DESCRIPTION**

TITLE:	Teller I	CLASSIFICATION:	Non-exempt
DEPARTMENT:	Teller Operations	REPORTS TO:	Head Teller
DATE REVISED:	April 2007	SUPERVISES:	N/A

General Summary

Provide a variety of member transactions, including savings, share draft/checking, cash receipts, payment services, and credit account transactions, as well as member services such as sales of money orders and traveler's checks.

Essential Functions

1. Perform routine member transactions, including but not limited to deposits, withdrawals, cash advances, loan payments, transfers, check cashing, Western Unions, Visa gift cards, traveler's checks, and money orders.
2. Receive share deposits, Visa payments, principal only payments, mortgage payments, installment, and share secured loans, ensuring that payments equal the amount due and that all late charges, if applicable, are collected and entered into in-house computer system
3. Provide members with the forms necessary to transact business and proper receipts for payments.
4. Examine checks for endorsements and negotiability. Process international check items.
5. Provide routine information on Credit Union products or services, including eligibility for membership, types of Credit Union accounts, current dividend rates, locations, office hours, and telephone numbers. Provide members with account status, including current balances & loan pay-offs.
6. Respond to members' requests, problems and complaints, and/or direct them to the proper person for specific information and assistance.
7. Receive various information pertaining to member accounts, and route to proper department for processing.
8. Produce and cash cashier's checks.
9. Process phone transactions.
10. Maintain and balance teller drawer.
11. Complete Currency Transaction Report and Suspicious Activity Report.

NOTE: The list of essential functions is not exhaustive. It may be supplemented as necessary from time to time.

Additional Functions

1. Assist in ATM and CDM replenishment

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2. Maintain ATM & CDM combinations
3. Encode and close out checks for shipments to Federal Reserve
4. Assist with verification of cash from Federal Reserve.
5. Assist in maintenance of coin counter
6. Perform greeter duties as necessary.

Job Specifications

1. Requires completion of high school education, plus appropriate specialized training.
2. Requires intermediate mathematical skills (calculations and concepts involving percentages, fractions, decimals, etc.).
3. Requires at least six months of related experience (i.e. Cash handling, customer service, etc.).
4. Requires professional, well-developed interpersonal and teamwork skills necessary for communicating with members, visitors, callers and co-workers.
5. Requires typing/word processing skills.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle or feel, reach with hands and arms, and talk or hear. The employee is occasionally required to stand, walk, bend, kneel, and reach above or at shoulder level. The employee must occasionally lift/push/pull and/or carry up to 50 pounds.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

Employee Signature

Date