

TELLER

Issue Date

05/07/2021

Job Description

Schools Federal offers benefits plan including employee and dependent health coverage, Employee Assistance Plan, 401K, etc.

Role: To assist members with their financial needs and transactions, involving paying and receiving cash and other negotiable instruments, processes account transactions, resolves member issues within their authority, and provides assistance and information regarding Credit Union products and services.

Major Duties and Responsibilities:

- Receives and processes member financial transactions, including deposits, withdrawals and loan payments; sells money orders to members; transfers amounts from member accounts as directed.
- Assists CU Service members with related transactions.
- Balances cash drawer and daily transactions.
- Post transactions to member accounts and maintains member records.
- Cross sells Credit Union products and services.
- Performs a variety of miscellaneous tasks including filing, document scanning, and answering the telephone.
- Performs other job related duties as assigned.

Expectations:

- Provide prompt, friendly, professional, personal service to all members and associates.
- Balance drawer daily, with no more than \$20.00 over/short and with total shortage not to exceed \$50 in a 3-month period.
- Process an average of 20 transactions per hour.
- Accurately post transactions, having fewer than 3 unresolved posting errors in a 30-day period.
- Troubleshoot and resolve customer and internal inquiries in a timely, friendly and accurate manner, escalating member issues above their authority to supervisor or manager.
- Effectively cross-sell Credit Union products and services to members.
- Proactively participate in activities resulting in meeting Credit Union service and sales goals.
- Maintain a dependable record of attendance and timeliness.
- Maintain a professional work environment and businesslike appearance.

Knowledge and Skills:

Experience: At minimum, six months of similar or related experience.

Education A high school education or GED.

Interpersonal Skills: A significant level of trust and diplomacy is required, in addition to normal courtesy and tact. Work involves extensive personal contact with others and/or is usually of a personal or sensitive nature. Work may involve motivating or influencing others.

Other Skills: Ten key calculator by touch, PC literate. Detail oriented, with cash-handling experience.

Contact

Information

HR Department | 20101 Hamilton Avenue #150, Torrance, CA 90502

Fax: 562-415-2145 | Phone: 310-632-0100, ext.343

email: sfcu.hr@schoolsfcu.org