

**WHATCOM EDUCATIONAL CREDIT UNION
OPERATIONS DEPARTMENT**

POSITION TITLE: Teller
REPORTS TO: Branch Managers or Operations Manager
SUPERVISES: No one
FLSA STATUS: Classified
REVISED: December 2001

I. Basic Responsibilities

Performs duties and responsibilities of a teller.

II. Essential Functions

- a. Receives and processes member transactions including but not limited to deposits, withdrawals, payments/payoffs on loans, Visa cash advances, and Canadian exchange in the form of checks, cash, or money orders.
- b. Assists member with any questions they have regarding their accounts or finds the appropriate person to handle the situation.
- c. Provides routine information concerning credit union services.
- d. Promotes relevant services offered by the credit union.
- e. Responsible for maintaining and updating back office files, records, and logs.
- f. Keeps printers stocked with paper, inspects to maintain good working order, changes ribbons.
- g. Maintains and updates knowledge of regulations, policies and practices of the Credit Union.
- h. Balances cash drawer and makes settlement of day's activities.
- i. Observes lobby and general area for unusual situations as a security function.
- j. Performs other duties as assigned by management.

III. Education and Skills Required

a. Education

1. Successful completion of high school level mathematics and grammar in order to balance daily work and to communicate policies and services to members.

b. Skills

1. A minimum of six months' experience as a teller with a credit union or other financial institution is preferred, may have cash handling experience in retail field.

WHATCOM EDUCATIONAL CREDIT UNION
OPERATIONS DEPARTMENT

2. Ability to operate routine office equipment; typing at 35 wpm minimum and proficient ten-key skills.
3. Demonstrated ability to operate a personal computer and navigate between basic programs.
4. Must have demonstrated ability to interpret and explain credit union policy and transactions posted to members' accounts and to adhere to policy.
5. Must be bondable.
6. Ability to represent the credit union in a positive, professional manner in person, on the telephone, and in written correspondence.

IV. Working Conditions

a. Physical Demands

1. Continuous standing.
2. Occasional walking and sitting.
3. Continuous lifting up to 35 pounds.
4. Occasional pushing, pulling, or carrying up to 35 pounds.
5. Occasional bending, squatting, and kneeling.
6. Continuous twisting when working at a teller window.
7. Continuous use of hands in repetitive tasks such as simple grasping, twisting/turning of wrists.
8. Continuous finger manipulation to perform various clerical duties such as typing, filing, writing, and entering data into the computer system.

b. Use of Senses

1. Continuous talking and hearing in person.
2. Continuous talking and hearing on the telephone.
3. Continuous periods of time viewing a computer monitor.
4. Continuous clarity of vision at 20 feet or more.
5. Continuous clarity of vision at 20 inches or less.

c. Mental Demands

1. Continuous interaction with others.
2. Highly repetitive work.
3. Continuous attention to detail.
4. Problem-solving ability on routine matters.
5. Continuous alertness, precision, and concentration to ensure accuracy of transactions.
6. Frequent performance of basic numeric calculations, as well as writing, reading, comparing, and analyzing.

**WHATCOM EDUCATIONAL CREDIT UNION
OPERATIONS DEPARTMENT**

d. Environmental Demands

1. Occasional travel required.
2. Normal workday with occasional overtime.
3. Exposed to potentially hazardous condition, i.e. robbery.

NOTE: Job descriptions are not intended, and should not be construed to be exhaustive lists of all responsibilities, skills, efforts, or working conditions associated with a job.