

Ideal Credit Union
Structured Compensation - Job Description
Teller I

Data Year: 2025

Prepared On: 03/05/2025

Department:	Cash Service	Grade:	4
Reports To:	Branch Mgr/Mgr of Cash Operations/Cash Supervisor	Classification:	Non-Exempt
Supervises Direct:	0	Supervises Indirect:	0
Approved By:	SVP of HR and Administration	Effective Date:	01/01/2010
		Revised Date:	11/20/2024

Role:

To assist members with their financial transactions, involving paying and receiving cash and other negotiable instruments.

Essential Functions & Responsibilities:

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|---|-----|---|
| E | 40% | Receives and processes member financial transactions, including deposits, withdrawals, loan payments, and transfers amounts from member accounts as directed. |
| E | 15% | Cross-sells Credit Union services. |
| E | 10% | Balances cash drawer and daily transactions. |
| E | 10% | Welcomes members and provides routine information concerning services and directs members to appropriate department for specific information and service. |
| E | 5% | Performs a variety of miscellaneous tasks including filing, computer input and answering the telephone. |
| E | 5% | Complete all compliance regulation tests with a passing score of 80% or above, and participate in Compliance training offered at Ideal Credit Union. In addition to completing the required Regulations, attending Service Knowledge meetings on a monthly basis. |
| N | 5% | Balances TCR's, ATM's, and miscellaneous transactions for branch. |
| N | 5% | Opening and closing branch offices as needed including balancing branch totals and securing facility. |
| N | 5% | Other duties as assigned. |

Performance Measurements:

1. To provide friendly, professional, personal service to all members.
2. To balance at least 99% of the time, being no more than \$10.00 off and with total offages not to exceed \$100.00 in a 2 month period.
3. To handle at least 10-20 transactions per hour (based on location).
4. To have no more than two posting errors in a year.
5. Assist branch efforts in community involvement (Examples: Parades, Community Day's or Events) this may mean working and/or volunteering hours.

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6. Complies with Bank Secrecy and the AML Act, as well as completes all required compliance testing.

Knowledge and Skills:

Experience	One month to twelve months of similar or related experience.
Education	Equivalent to a high school education.
Interpersonal Skills	Work normally involves contact with persons beyond immediate associates, generally regarding routine matters for purposes of giving or obtaining information which may require some discussion. Outside contacts take the form of service to the public (members or vendors) requiring ordinary courtesy in providing assistance and information.
Other Skills	Ten key calculator and computer keyboard by touch. Must be good with detail to deal with numbers and names.
Physical Requirements	This position involves standing for extended periods of time, but may also involve sitting occasionally. Exerting up to 20 pounds force on objects by means of lifting, carrying, pushing or pulling may be occasionally required. Typing or otherwise working primarily with fingers and wrists rather than with the whole hand or arm is required on a continual basis. Expressing or exchanging ideas by means of the spoken word, ability to receive detailed information through verbal and written communication, and the ability to see with or without corrective lenses are all necessities of this position on a continual basis.
Work Environment	Office environment, which may include working extra hours and weekends, overtime, rotating shifts, and may be stressful at times.

Acknowledgment

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.

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

Printed Employee Name

Date

Employee Signature