

Teller I

City & County Credit Union

Classification: Non-Exempt

Reports to: Branch Manager

Review date: April 2026

JOB DESCRIPTION

The ideal candidate Thinks Pink by showing up each day taking pride in their work, driven by teamwork and is passionate about turning everyday financial moments into meaningful member experiences.

Specifically, the Teller I role serves members by maintaining a high degree of accuracy when receiving or paying out funds and with transactional records. In addition, the Teller I is responsible for providing basic cash receipt and payment services in accordance with the credit union policies and procedures. Like all credit union employees, the Teller I advocates for, and educates, members regarding the benefits and services offered by City & County Credit Union.

Essential Functions:

- Greet and welcome members in a courteous, professional and timely manner, providing prompt, accurate and efficient member service.
- Assist and educate members on products and services that best meet their needs; recommend complementary services to enhance member satisfaction, increase product penetration, and promote the credit union.
- Accurately process member transactions, including deposits, withdrawals, loan payments, and transfers, ensuring proper verification of signatures, endorsements, and account balances.
- Receive and process cash and negotiable instruments; examine for proper endorsement and enter transactions into system records.
- Balance cash drawer at the end of each shift; compare totals to system-generated reports and research and resolve discrepancies. Report unresolved discrepancies to the supervisor as appropriate.
- Assist in balancing and maintaining the vault, coin machine and instant issue card machine; order and manage currency supply as needed.
- Identify and appropriately place holds on accounts for uncollected funds in accordance with policy.
- Receive, process, and properly document mail, night deposits, and other incoming items according to credit union procedures.
- Maintain an up-to-date knowledge of all credit union products, services, policies, procedures, and applicable regulations, including robbery procedures.
- Identify members' financial needs and actively support referral and cross-selling efforts to meet established individual and branch goals.
- Generate accurate receipts and documentation for all transactions; escalate potential fee refunds to supervisor.
- Ensure teller station is properly stocked with forms, supplies, brochures, and other marketing materials.
- Exercise discretion and sound judgment in resolving member inquiries and transaction issues; always maintain confidentiality of member and account information.
- Support branch operations by assisting other team members and working at multiple branch locations as needed.
- Support the branch marketing & business development efforts, including community involvement, civic organization support and in conducting business development efforts.
- Actively participates in branch sales and product knowledge meetings.
- Follow Bank Secrecy Act (BSA) policies and procedures as they relate to this position.
- Other responsibilities as assigned.

Competencies & Skills:

- Detail and results orientation.
- Positive member/customer focus and service mindset.
- Effective communication and interpersonal relations.
- Collaboration and teamwork; works effectively as part of a team.
- Adaptability and flexibility in a fast-paced environment.
- Sound judgment, maturity, and professionalism.
- Takes initiative and demonstrates problem-solving ability.
- Demonstrates accountability and ownership of responsibilities.
- Commitment to ongoing personal and professional development.

Qualifications:

- High School diploma or equivalent required; Associate's or Bachelor's degree preferred.
- Minimum of one (1) year of teller experience or two (2) years of cash handling/cashier experience.
- Demonstrated ability to deliver strong member/customer service.
- Ability to communicate effectively, both verbally and in writing.
- Strong attention to detail with a high level of accuracy and thoroughness.

Supervisory Responsibility: This job has no supervisory responsibilities.

Work Environment: This job operates in a professional office environment. This role routinely uses standard office equipment such as computers and phones.

Physical Demands:

Continuous standing and walking throughout the workday. Occasional sitting for periods of time when providing services to members. Occasional lifting up to 50 pounds. Frequent bending, squatting, or kneeling to reach supplies on ground level. Occasional reaching above shoulder level for supplies overhead. Continuous use of hands in repetitive tasks such as simple grasping, twisting/turning of wrists; finger dexterity to perform various clerical duties such as typing, writing, and handling money. Continuous speaking, listening and hearing for interaction with members and coworkers. Continuous clarity of vision at 20 inches or less for normal processing of members' transactions. Continuous clarity of vision at 20 feet or more for security purposes.

Expected Hours of Work: Longer hours, evenings and weekend work may be necessary.

Travel: This position requires 20% travel to provide branch coverage when short staffed and/or for in-person training sessions.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job, as these may change at any time with or without notice.