

Genisys Credit Union

POSITION DESCRIPTION

POSITION TITLE: FSR Cash
CLASSIFICATION: Non-Exempt

DEPARTMENT: Branch
APPROVED BY: Human Resources

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Branch Manager and/or Assistant Branch Manager
MANAGEMENT POSITION: No
POSITIONS SUPERVISED: None

POSITION PURPOSE

Ensures that members are promptly and professionally served whether performing teller functions or performing a broad variety of member services functions. This is a cash handling position.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Assumes responsibility for the efficient, effective, and accurate performance of Teller functions.

1. Represents the Credit Union in a courteous and professional manner.
2. Processes check or cash deposits/withdrawals while adhering to our cash/check handling policy.
3. Processes cash advances, cashier's checks, money orders, and government savings bonds, after verification of signatures and account review.
4. Assists with ATM and/or Night Drop processing.
5. Performs drive-up teller functions.
6. Operates cash dispense/recycler machines, if applicable.
7. Assists with processing end of day branch balancing tasks.
8. Utilizes calculator tape to verify and record transactions.
9. Processes transfers and payroll deduction.
10. Balances daily transactions and verifies cash totals. Investigates and resolves out-of-balance conditions.
11. Processes ATM Card and Debit Card orders and maintenance.
12. Processes check orders. Process stop payments for checks.
13. Answers phone.
14. Assists with imaging and balancing checks.
15. Opens specified Savings Account products and Certificates of Deposit.
16. Processes changes of name, addresses, and other account information, as needed.

Assumes responsibility for establishing and maintaining effective, professional business relations with members.

1. Ensures that members' requests and questions are promptly resolved.
2. Processes account change requests.
3. Ensures that all members are informed of Credit Union services and policies including eligibility for membership, types of available accounts, interest and dividend rates, payroll deduction options, and other related services and information.
4. Maintains privacy of member account information.
5. Ensures that the Credit Union's quality reputation is maintained and projected.

Assumes responsibility for cross-selling and promoting Genisys products and services.

1. Shows support of the Credit Union's goals and objectives
2. Proactively cross-sells Credit Union products and services.
3. Proactively calls and/or emails members using credit union lead lists to seek out sales opportunities.
4. Maintains an individual scorecard with assigned sales goals.
5. Uses sales tracking program for selling opportunities.
6. Follows up on referrals and past sales conversations with members/non-members regarding sales opportunities.
7. Uses sales tracking program to place service and sales calls.
8. Completes Monthly Sales Plans or Improvement Plans, when required.
9. Comes prepared for sales related meetings (i.e. one-on-one coaching sessions, weekly branch sales meetings, etc.)

Assumes responsibility for establishing and maintaining effective coordination and working relationships with area personnel and with management.

1. Assists area personnel as required.
2. Keeps supervisor informed of area activities and of any significant problems or concerns.
3. Completes required reports and records accurately and promptly.
4. Attends meetings and training sessions as required.
5. Maintains positive working relationships with other team members and/or departments. Assists other team members, as needed, to achieve goals.

Assumes responsibility for related duties as required or assigned.

1. Ensures that work area is clean, well maintained, and secure.
2. Performs other duties that help support branch operations or sales, as assigned or directed by supervisor.
3. Maintains and promotes an adequate productivity level while providing quality member service.

QUALIFICATIONS

Education/Certification:

High school graduate or equivalent.

Ability to become and remain 100% bonded.

Required Knowledge:

Knowledge of Teller policies and procedures.

Basic understanding of Credit Union operations.

BSA Specific Requirements: Knowledge of the requirements for Currency Transaction Reports, Reg CC, Truth in Savings, Identity Theft Red Flags, Financial Exploitation Prevention Act, OFAC requirements, Privacy Policy and reporting suspicious activity, when identified, to your Manager or the BSA department. Complete assigned training.

Experience:

Previous sales and cash handling experience helpful.

Skills/Abilities:

Good communication skills.

Professional appearance, dress, and attitude.

Good math skills.

Ability to operate related computer applications and business equipment including adding machine, copy machine, coin and money counting machines, and telephone.

Good typing skills.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

This employment position may require the employee to regularly sit, stand, talk or hear. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 40 pounds.

WORKING CONDITIONS

None:

No hazardous or significantly unpleasant conditions (such as in a typical office).

The noise level in the work environment is usually moderate.

MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved instructions and to deal with problems involving a few variables.

Mathematics Ability:

Ability to perform basic math skills and to use decimals to compute ratios and percents, and to draw and interpret graphs.

Language Ability:

Ability to use passive vocabulary of 5-6,000 words; to read at a slow rate; define unfamiliar words in dictionaries for meaning, spelling, and pronunciation.

Ability to write complex sentences, using proper punctuation, adjectives, and adverbs.

Ability to communicate in complex sentences; using normal word order with present and past tenses; and using a good vocabulary.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

Employee's Signature

Date

Human Resources Representative Signature

Date