

Job title: Branch Teller
Reports to: Regional Manager

March 22, 2009

Summary of the position: Under general supervision, but in accordance with established policies, procedures and regulations, accurately and professional provides members with a variety of financial transactions, specialized teller functions and basic member service functions.

Essential duties and responsibilities:

- Meet individual performance goals and department goals as indentified in your performance action plan.
- Actively cross sell additional appropriate loan, deposit and fee income products and services in-person, over the phone and in writing.
- Proficient in handling large amounts of currency, coin and other products offered by Wings Financial FCU.
- Convey professional image at all times by being respectful, courteous and considerate of members and co-workers through verbal and non-verbal communications, adhering to dress code and maintaining a clean and organized work space.
- Provide members with courteous, friendly service which exceeds their expectations while processing transactions promptly, efficiently and accurately.
- Accurately apply technical job knowledge and skills to complete all work in a timely manner in accordance with policies, procedures and regulatory requirements while managing varying degrees of work.
- Responsible for specialized teller functions such as various opening, closing of the branch and vault duties.
- Performs basic Member Service functions such as account maintenance, opening and closing member accounts.
- Other duties as assigned.

Position specifications:

Knowledge, Skills and Abilities:

- Position requires working knowledge of computer software (i.e. Windows, Microsoft Office).
- Individual has knowledge of who the competition is.
- Previous cash handling, and credit union or banking experience is helpful.
- Excellent verbal and non-verbal communication skills, well organized, accurate and detail-oriented.
- A professional demeanor, the willingness to participate as a member of a service oriented, innovative team while demonstrating a positive, enthusiastic attitude and exceptional interpersonal skills.
- Desire, ability and experience in working with and helping other people in a professional setting with a professional business appearance.
- Ability to work efficiently in a fast-paced and sometimes stressful environment while having the desire to maintain quality of service.
- Individual must be an effective team player through cooperation, flexibility and dependability. Position may require working at various locations.
- Bondable

Education and work experience:

- High School diploma required some college experience is preferred. Or any combination of training, education, and sales experience that would provide the required knowledge, abilities, and skills.

Physical requirements:

Light work, predominantly standing or sitting for extended periods and walking. Limited amount of force exerted in lifting, carrying or pushing objects. May exert up to 20lbs of force to move an object. Occasional stooping/bending may occur. Motor coordination, finger dexterity and manual dexterity. Reasonable accommodations may be made to enable individuals with disabilities to perform required functions.