

SAMPLE HEAD TELLER JOB DESCRIPTION

This job description is intended as a "sample" or "guide" to help credit unions develop their own customized or individual job descriptions. However, a job description that works well for one credit union may not be appropriate for another. Therefore, each credit union should make revisions by deleting or adding language to accommodate their own particular situation regarding their unique needs. The credit union's job description should be reviewed for compliance with applicable rules and regulations from time to time. The League cannot guarantee that a sample job description is in compliance with the law. The job description is not intended as legal advice.

Position Title: Head Teller

Department: Teller Operations

Classification: Non-Exempt

Reporting Relationship: Executive Vice President/Operations Manager

Supervises: Teller Staff

Effective Date:

Position Summary:

The head teller is responsible for the supervision of the teller area. The head teller performs all teller functions as well as solving problems and helping with complex work-related matters. The head teller guides and advises tellers in the efficient handling of member needs.

Primary Duties and/or Responsibilities:

1. Supervise the activities of the teller operations area by assigning work, answering questions, solving problems, helping with complex transactions and sensitive member relations problems, explaining policies and procedures to members, and providing assistance to the teller staff when needed.
2. Approve transactions that are an exception to the credit union policy or transactions that require a supervisor override. Approve refunds of member service fees and charges when applicable.
3. Serve as vault teller for the Credit Union, which includes ordering the cash from the Federal Reserve, verifying cash received, filling teller cash orders, maintaining full vault security and balancing vault cash nightly.
4. Oversee adequate availability of daily cash, money orders, and traveler checks for the Credit Union.
5. Investigate teller losses and institute corrective measures.
6. Ensure that the staff is trained and cross-trained in all phases of their particular job(s) to ensure quality service to the membership.

7. Maintain a highly motivated, well-trained staff and establish effective employee relations.
8. Evaluate the job performance of subordinates to ensure quality of work and service to members. Participate in teller disciplinary actions.
9. Develop, apply, and evaluate policies and procedures for the department.
10. Oversee work schedules for full-time and part-time employees in the teller area to ensure proper service to the membership.
11. Hold periodic staff meetings to discuss areas needing improvement, changes in procedures, new developments or services and to present general information.
12. Monitor the inventory of supplies in the teller operations area including traveler's checks, money orders and cashier's checks. Manage and recommend the purchase of equipment and supplies.
13. Maintain knowledge of all state and federal regulations that are applicable to the transactions performed in the cashier/teller area.
14. The list of essential functions is not exhaustive. It may be supplemented as necessary from time to time.

Additional Duties and/or Responsibilities:

1. Perform routine member transactions.
2. Oversee the surprise cash audits of teller drawers and the vault.
3. Oversee operational maintenance and procedural balancing of the automated teller machine.

Position Qualifications:

Professional, well-developed interpersonal skills required for supervising the teller staff and projecting a positive image as a representative of the Credit Union.

Knowledge of all teller functions and Credit Union products, services and policies.

Experience in supervision preferred.

High school diploma or equivalent

A minimum of three years of experience in the teller and/or member service area of a credit union or financial institution.

Intermediate mathematical skills (e.g. calculations and concepts involving decimals, percentages, fractions).

Disclaimer:

The above information on this job 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.

Employee's Signature

Date

Supervisor's Signature

Date

Sample