

**RELIANT COMMUNITY FEDERAL CREDIT UNION**  
**Sodus, NY 14551**

**JOB DESCRIPTION**

**Position Title:** Teller Supervisor  
Services

**Department:** Member

**Reports To:** Branch Manager

**Position Level:** 7

**FLSA Status:** Non-Exempt

**Effective Date:** 3/2012

**Positions Supervised:** Tellers

**Location:** Varies

**General Summary:**

Responsible for supervision of the teller area. Performs all teller functions, solves problems, and assists with complex work-related matters. Provides coaching, training, and supervision to tellers for attainment of performance expectations.

Possesses basic product knowledge and leads by example in referral and sales efforts. Demonstrates the attributes of a team player, and acts as part of the branch team. Relates well with members, co-workers, and the management team. Understands and follows the written teller standards of performance and teller procedures and guidelines.

Understands and follows expectations of Reliant's corporate culture. Consistently demonstrates the attributes of accountability, respect, and teamwork. Provides quality service and strives to exceed service expectations. Acts in a professional, friendly manner at all times. Completes work timely and accurately.

**Duties & Responsibilities:**

*The following duties and responsibilities for this position are not all inclusive; others may be required or assigned.*

1. \*Supervise the activities of the teller area by assigning work, answering questions, solving problems, helping process complex transactions, handling sensitive member relations issues, explaining procedures to members, etc. Conducts teller team meetings monthly.
2. \*Lead by example in the area of sales and service and coach the teller team to meet monthly referral goals, e.g., demonstrate a strong understanding products and services, share ideas with the team how to refer, and lead by example with identifying needs.
3. \*Participate in the screen interview process for potential teller candidates. Under supervision of the Branch Manager is responsible for selection, training, and development of branch teller staff.
4. \*Ensure that staff is cross-trained in all phases of their particular job(s) to ensure high quality service to members.
5. \*Evaluate the job performance of tellers, prepare performance evaluations, and act as coach to ensure quality performance. Under the supervision of the Branch Manager, conduct staff performance reviews.
6. \*Coach staff to increase participation in the teller recognition program and prepare monthly teller recognition program paperwork.

7. \*Under supervision of the Branch Manager, is responsible for branch cash levels, which includes ordering branch cash, following assigned cash levels (change fund), verifying cash received, filling teller cash orders, maintaining full vault security, and balancing vault cash nightly.
8. \*Follow teller procedures, and ensure assigned tellers understand and follow procedures.
9. Evaluate procedures for teller area. Suggest recommended changes for process improvement.
10. \*Maintain an adequate inventory and perform a monthly audit of gift cards, money orders, official checks, and promotional items.
11. \*Recommend refunding service fees when appropriate.
12. \*Investigate teller differences and locate/correct error(s). Follow-through to ensure members' accounts are adjusted timely and properly.
13. Oversee work schedules for tellers and student help to ensure proper service to members.
14. Review and authorize teller timecards each pay period.
15. \*Perform duties of the Teller position, including but not limited to the following:
  - a. \*Accurately perform routine member transactions.
  - b. \*Actively discuss and refer Reliant's products and services with members and potential members.
  - c. \*Provide routine information and explain credit union services.
  - d. \*Respond to members' requests, problems, and concerns, and/or direct them to the proper person for specific information and assistance.
  - e. \*Handle money in a professional, confidential, and accurate manner.
  - f. \*Safeguard Reliant and members from fraud and identity theft. This includes examining checks for endorsements and negotiability; and following Reliant's check cashing, hold, and identification procedures.
  - g. \*Interpret status screens on Core systems. Provide members with account status, including balance information.
  - h. Attend branch meetings.
  - i. Perform routine clerical duties as assigned and in accordance with established written procedures, e.g., filing signature cards and processing verification of deposit.
  - j. \*Follow established security procedures at all times.
  - k. Maintain a neat and organized work area.
  - l. \*Demonstrate positive outlook in supporting Reliant's Mission and Corporate Culture; support the ART of Serving others on a daily basis.
  - m. Make outbound telephone calls to acquire additional member business and enhance service quality.

*\*Indicates and essential function of this position*

**Required Knowledge, Skills and Abilities:**

1. Must possess basic math skills.
2. Proficient with spreadsheets and word processing; familiarity with Microsoft Office suite of products preferred.
3. Demonstrated ability to act as a leader among work groups, coach staff, and build teamwork.
4. Must be willing to accept responsibility and limited risk.
5. Strong oral and written communication skills.
6. Must demonstrate a positive, enthusiastic attitude.
7. Possesses the ability to work in a fast paced, multi-task work environment.
8. Ability to remain calm and maintain a professional manner when dealing with difficult situations.
9. Ability to demonstrate trustworthiness and patience while handling members' transactions. Understands the importance of confidentiality.

10. Possesses flexibility and willingness to travel to other locations as needed for training, meetings, and coverage needs.

**Minimum Training and Experience:**

1. High School diploma or equivalent required.
2. Minimum of 1 year cash handling experience required.
3. Minimum of 3 years of customer service work experience preferred.
4. Minimum of 1 year supervisory experience preferred.
5. Previous teller experience desired.
6. Sales experience preferred.

**Physical Requirements**

1. Ability to lift a minimum of 20 lbs.
2. Ability to bend at knees to put cash drawer away.
3. Ability to stand 98% of time to perform teller duties.
4. Ability to use keyboard, monitor, telephone, and other standard office equipment.
5. Ability to communicate via phone, email, and written documents.
6. Ability to decipher data contained in documents, reports, spreadsheets, etc., presented both on paper and electronically.