



Oregon State Credit Union

Teller

Division: Branch Services Classification: Non-Exempt
Reports to: Branch Assistant Manager or Operations Supervisor
Revision Date: 01/09 Pay Grade 4N
Annual Review Completed on: _____

Purpose:

Assists members with general financial transactions. Processes monetary transactions such as deposits, withdrawals, loan payments, check cashing, etc.

Essential Functions:

1. Process monetary transactions, balances cash drawer, and reconciles transactions.
2. Consults with members to identify needs and provide solutions that are in the best financial interest of the member.
3. Researches member inquiries, requests, or problems, and follows through to resolution, or directs them elsewhere if appropriate.
4. May also include daily branch balancing and reconciling.
5. Maintains confidentiality at all times.
6. Models the credit union culture through the following service standards:
 - I will immediately acknowledge and extend a friendly greeting
 - I will take ownership for service provided and effectively follow through
 - I will use appropriate opportunities to educate
 - I will actively listen to and arrive at a mutual understanding time frame
 - I will pro-actively pursue and find resolution
 - I will exercise unconditional positive regard and empathy
 - I will always express appreciation

Supervisory Responsibility:

None

Job Scope:

Situations typically encountered involve basic account transactions, questions and needs. These include share deposits, withdrawals, transfers, loan payments and information gathering, and support of Financial Services Consultant staff.

Interpersonal Contacts:

There is constant contact with co-workers at the branch level, and with staff from other departments. There is ongoing contact with members and the general public.

Required Job Skills and Abilities:

1. Must have excellent written and oral communication skills.
2. Ability to use problem-solving skills to independently resolve challenges, utilizing all resources available.
3. Must possess strong service skills.
4. Able to remain calm and courteous in demanding situations.

5. Strong interpersonal skills.

Education and/or Experience:

1. High school diploma or GED equivalent.
2. Cash handling, public contact, 10-key, typing and general computer experience preferred.
3. Six months relevant experience in the financial industry preferred.

Working Conditions:

1. Sitting or standing for extended periods.
2. Occasional lifting, carrying, pushing, and pulling of items weighing up to 25 lbs.
3. Occasional reaching up to 24 inches.
4. Frequent keystroke activity.
5. Schedule may vary.
6. Occasional business travel.
7. Potential exposure to the threat of violence at any time.

Disclaimer:

This position description is designed to outline primary duties, qualifications, and job scope, but 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. Our expectation is that each employee will make a willing and enthusiastic contribution whenever necessary to ensure the success of the credit union.