



## POSITION DESCRIPTION

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Position: Head Teller  
FLSA Status: Non-Exempt

### Position Overview

Supervises, coordinates, and schedules activities of employees engaged in Teller functions, ensuring that work is performed in accordance with established policies and procedures such as: accurately accounting for funds received and disbursed, correctly recording member transactions in the credit union's data processing system, and providing information to members with respect to their financial and other transactions at HCU.

### Essential duties and responsibilities:

- Present professionalism and teamwork, courteous and friendly attitude towards members, employees, and co-workers
- Develops schedules and ensures a complement of Tellers is available at all times to provide an adequate level of teller service to members
- Backs-up Branch Manager and/or Assistant Branch Manager in assisting with member service issues as necessary from time to time
- Performs cashing and other clerical duties to assist subordinates during peak work periods
- Searches records to assist subordinates in locating and reconciling posting errors on members accounts to verify accuracy of transactions
- On a daily basis, ensures all Teller transactions (cash, checks, other forms of funds) & ATM machines are balanced, reconciled, encoded, and appropriate clearing deposits made to the Federal Reserve
- Assigns duties & examines work for exactness, neatness, and conformance to policies & procedures
- Studies and standardizes procedures to improve efficiency of subordinates
- Maintains harmony among employees and resolves employee-related issues. Works closely with Branch Manager, Assistant Branch Manager, and other levels of HCU management to ensure teller engagement is high and member service excellence standards are met
- Adjusts errors and complaints as needed and communicates as appropriate
- Orders cash and ensures Teller cash drawer levels are in conformance with bonding limits. Supplies cash as needed, and removes cash to vault treasury to reduce drawer limits when appropriate
- Trains Tellers in practices and procedures, including security and robbery, regulatory compliance (i.e. Regulation CC) and credit union philosophy, as well as any other training as necessary
- Counsels and coaches Tellers in their operations for necessary operational, personal and culture related improvements
- May be required to travel to other branch offices, as needed
- Other related duties and management level functions as might be required for the efficient and effective operation of the credit union, or as might be assigned from time to time by the credit union Senior leadership team

### SUPERVISORY RESPONSIBILITIES:

Directly supervises employees in the teller department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### Minimum Requirements:

- Associate's degree or equivalent from two-year college or technical school strongly preferred
- Five years related experience with direct management / supervisory responsibilities; or equivalent combination of education & experience



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### Competencies and Communication Skills and Abilities:

- Ability to communicate, in writing and verbally, as well as public speaking skills are necessary in this role. The ability to manage in a smaller office environment to ensure our HCU culture of employee engagement and member service excellence is required in order to be successful for this position.

### Work Environment:

- Required to sit, stand, walk, stoop, kneel, crouch, or crawl. Ability to use hands and fingers, handle, or feel objects, tools, or controls, reach with hands and arms. Daily use of PC. The noise level in the work environment is usually moderate.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Employee printed name and signature

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Date

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Direct Manager printed name and signature

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Date