

CENCAP FEDERAL CREDIT UNION

Position Description

MSR 1

Classification

Non-Exempt

Reports to

Branch Supervisor

Supervises

None

JOB DESCRIPTION

Summary/Objective

Deliver quality member service while accurately performing a wide range of transactional duties such as: deposits, withdrawals, loan payments, bank checks, money orders, visa credit card advances, account transfers & coin deposits. Identify and promote credit union services that will strengthen the members' relationship with the credit union. Provide Clerical duties for the Loan and EFT Departments.

Essential Functions

1. Represent the credit union to the members in a courteous and professional manner, providing prompt, efficient and accurate service.
2. Balance cash drawer daily. Notifying the Teller Supervisor immediately if a discrepancy is found.
3. Maintain an up to date and comprehensive knowledge of credit union products and services.
4. Cross Sell credit union products and services to enhance the members' relationship with the credit union.
5. Maintain an up to date and comprehensive knowledge on all related policies and procedures, rules and regulations for the teller area including BSA compliance and robbery procedures.
6. Answer credit union phone calls promptly, professionally and efficiently.
7. Ensure the teller stations and printers are properly stocked and in working order.
8. Clean and balance coin machine including lifting coin bags to vault.
9. Ability to work in other branches as needed.

10. Ability to maintain confidential information that may or may not include member information, employee information and internal Credit Union activities that are not publicly disclosed.
11. Other related duties as assigned.

Competencies

1. Member Focus
2. Decision Making
3. Technical Capacity
4. Stress Management/Composure
5. Thoroughness
6. Proficient Communication

Required Education and Experience

1. High school diploma or equivalent.
2. Customer service experience.

Preferred Education and Experience

1. Previous cash handling experience is a plus.

Additional Eligibility Qualifications

2. Bi-lingual capabilities including Spanish are a plus.