

***The Summit Federal Credit Union***  
***Sr. Teller***

**I. Basic Functions:**

The Lead Teller will coordinate teller operations within the branch to ensure the daily activities of tellers are performed in a timely, accurate and courteous manner. This individual will conduct cash management duties and exhibit knowledge in branch operational procedures. The Lead Teller will participate in the branch incentive program by promoting and participating in a sales and service culture consistent with the credit union's business plan goals.

**II. Essential Functions:**

- Assists tellers in solving member problems, serving as an operational reference
- Order and maintain vault cash
- Make exceptions to policy as appropriate and within authority
- Refer and cross-sell credit union products and services; meet or exceed sales goals
- Accurate completion of required audit logs
- Adhere to help enforce all security procedures as well as other departmental policies and procedures
- Balance and maintain cash dispense machine(s)
- Audit ATM on a monthly basis as well as cash drawers, according to policy
- Research and resolve member questions, problems and concerns by telephone, written correspondence or in person.
- Responsible for maintenance and security of all negotiable instruments housed in the branch

**III. Other:**

- Assist branch management with any other duties, as assigned
- Work overtime if requested by management
- Complete monthly reports to be given to management

**IV. Qualifications**

***Knowledge***

- High School Diploma/ equivalency required
- Prior leadership experience preferred
- Two- Three years prior cash handling and sales experience
- Prior cash handling and sales experience

***Skills***

- Excellent communication and interpersonal skills are required
- Strong attention to detail and excellent organizational skills
- Work with minimal or no supervision
- Strong math, communication and keyboarding skills required

*Abilities*

- Ability to cross-sell credit union products/services
- Ability to prioritize and manage multifunctional tasks

**V. Working Environment**

Must be able to sit and/or stand for extended periods of time. Occasional lifting required

*\*Note: The above information on this job 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.*