

**CENLA FEDERAL CREDIT UNION**  
**Job Description**

**TITLE:** Teller  
**DEPARTMENT:** Teller Operations

**CLASSIFICATION:** Non-Exempt  
**REPORTS TO:** Head Teller  
**SUPERVISES:** N/A

**General Summary**

Receive members in person and by telephone, providing general credit union information. Assist members with withdrawals, transfers, and loan transactions. Operate computer terminal to access member status, input information and process transactions. Summarize daily activity at close of business – list and balance checks. Maintain cash drawer within predetermined limits.

**Essential Functions**

1. Receive members in person or by telephone, determine the nature of the member's business and either transact the request or refer him/her to the appropriate department.
2. Process shares deposits, withdrawals, transfers, and loan transactions in person, by telephone or through mail.
3. Complete Account Verifications forms for other financial institutions.
4. Sell money orders, gift cards, and process Visa/Mastercard Cash Advances.
5. Provide members with the forms necessary to transact business at the Credit Union,
6. Examine checks for endorsements and negotiability.
7. Provide members with proper receipts for payments.
8. Cross-sell all services offered by the Credit Union.
9. Encode temporary checks.
10. Have general knowledge of Credit Union policies and procedures regarding membership, types of Credit Union accounts, insurance on loans, loan policies, interest rates, current dividend rates, payroll deductions, locations, office hours, telephone numbers and services available at the Credit Union.
11. Perform other tasks as may be assigned by supervisor.

**Note:** The list of essential functions is not exhaustive. It may be supplemented as necessary from time to time.

**Job Specifications**

1. Professional, well-developed interpersonal skills necessary for servicing Credit Union members and projecting a positive image as representative for the Credit Union.
2. Work requires extensive knowledge of all Credit Union products and services. These characteristics are normally acquired through completion of a high school education plus experience in the teller and/or member service area of a credit union or financial institution.
3. Intermediate mathematical and computer skills required.

**Physical requirement**

Must be able to lift approximately 40 lbs.

**Disclaimer**

The above information in this description 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.

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Employee's Signature

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Date

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Supervisor's Signature

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Date