



Denver Municipal Federal Credit Union

Job Description: **5035
Floater**

Date: August 1996

Reports to: Service Center Supervisor

Objective: To provide additional full-performance staff support to directly supplement credit union operations in the event of staff shortages and scheduled or unscheduled absences. To perform special projects to various credit union operations, including: teller services; member services and general office operations.

Essential Responsibilities:

1. Provides additional full-performance staff support to directly supplement credit union operations in the event of staff shortages and scheduled or unscheduled absences.
2. Performs special projects to various credit union operations, including: teller services, member services and general office operations.
3. Acts as an accurate and timely information resource to members, taking the initiative to assist members with their financial needs regarding: payroll deduction starts, stops and increases; proper filing of signature cards, loan files and member correspondence; receipt of loan payments; share (cash or check) withdrawals; traveler's checks; new member activity; name, address and other changes; credit union services, policies and procedures; and other needs or interests, as required or requested. Transacts or refers members to appropriate staff for assistance, as required or requested.
4. Performs the essential duties of the Teller Service Representative, Member Service Representative and General Office Clerk, as required or requested. Provides training, cross-training, technical direction and guidance to Teller Service Representatives, Member Service Representatives and the General Office Clerk, as required or requested.
5. Opens and closes computer terminal accounts for assigned cash and transactions and balances to the terminal teller/close report. Remits receipts to accounting.
6. Performs other related duties, including special projects, as required or requested.

Qualifications:

Education/Experience: Education equivalent to graduation from High School, and one (1) or more years of recent and related work experience with a demonstrated knowledge of credit union policies and procedures. Demonstrated experience as a Teller Service Representative, Member Service Representative and the General Office Clerk is desired. Must be able to work flexible hours. Must be bondable.

Performance: Demonstrated experience performing in compliance with established human resource and departmental policies regarding: attendance (absences, tardiness, sick leave and vacation use, and other scheduled or unscheduled absences); dress code; customer/member services; safety; security; disaster and other policies procedures and practices. Demonstrated effective and diplomatic oral and written communication skills. Performance is limited to the scope of essential duties and responsibilities.

Physical/Environmental Characteristics: Essential duties are performed in a general office work environment and regularly require sitting at a work station/desk while completing paperwork or using computers; calculators; copiers; fax machines and other business office machines and equipment. Essential duties may also involve: occasional kneeling; squatting; bending; walking; crouching; stooping and lifting up to 30 pounds to stack; store supplies or various office equipment, as directed. **Compliance to security and safety procedures; including use of Personal Protective Equipment (PPE), is required.**