



Denver Municipal Federal Credit Union

Job Description: **6010**
Teller Supervisor

Date: April 1995

Reports to: Vice President of Member Services

Objective: To plan, schedule and supervise staff in the delivery of quality services to credit union members. To ensure for the consistent accuracy of all financial transactions. To supervise communications to members concerning credit union services, policies and procedures, including the performance of cross-selling by staff.

Essential Responsibilities:

1. Supervises the planning and scheduling of staff, and the delivery of quality services to credit union members. Makes changes to work procedures and work-flow, as necessary, to provide quality service. Ensures for the proper staffing of all designated teller stations.
2. Supervises and develops an effective and efficient staff: conducts training and cross-training, performance appraisals, merit reviews and develops performance standards for Teller Department personnel.
3. Acts as an information resource regarding membership: requirements, services, rights, and potential for membership in the credit union. Updates and maintains membership related information to be disseminated to members and prospective members, as directed. Supervises teller communications to members concerning credit union services, policies and procedures, and the performance of cross-selling.
4. Reviews credit union by-laws and policies to validate the eligibility of applicants for membership.
5. Ensures that tellers properly perform: daily opening/posting of night deposits; maintaining the coin machine; ordering of teller supplies; maintaining an adequate inventory of money orders and travelers checks; and properly balancing the Automated Teller Machine(s)(ATM) and researching ATM out-of-balance situations.
6. Provides back-up staff support, as required, in the event of employee absences and vacations.

7. Monitors staff in their delivery of quality teller services to members: setting-up new accounts and in making changes to existing accounts, i.e., changes of name, address and other account information as needed; receives share and account deposits, ensures for accuracy, and prepares proper receipt; receives loan and VISA payments, ensures for accuracy, and calculates interests in accordance with established procedures; provides cash advances on VISA and MasterCard, ensures for accuracy, and completes documentation in accordance with established procedures; provides travelers check service and money orders, as directed; disburses cash or check share and account withdrawals, and ensures for accuracy; and receives and processes direct deposits, payroll deduction starts, stops and increases.
8. Supervises and monitors tellers for procedural compliance regarding: signature cards; data entry of all financial transactions; loan files; member correspondence; cash transactions; balances to the terminal teller/close report; replenishments; balancing of the cash vault; breaking down cash received; ordering cash for the department; setting-up teller cash drawer(s) for the Saturday teller(s); entering general ledger journals for the cash vault; and over-ride authority to subordinate tellers.
9. Performs other related duties, including special projects, as required or requested.

Qualifications:

Education/Experience: Education equivalent to graduation from High School. Two (2) or more years of recent and related experience, including at least one (1) year of teller supervisory experience. Demonstrated hands-on experience resolving customer/member complaints. Demonstrated consistency in accurately handling cash and recording daily financial transactions. Completed and passed a Colorado Credit Union League course with a class grade of B or better or the equivalent in related education and experience. Completed Advanced Teller Training or the equivalent in related education and experience. Demonstrated thorough knowledge and understanding of numerous financial services and products offered through credit unions and other financial institutions. 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.