



# Denver Municipal Federal Credit Union

Job Description: **6020**  
**Teller Service Representative II**

Date: August 1996

**Reports to:** Teller Supervisor, Remote Teller Services Supervisor, Member Services Supervisor

**Objective:** To provide full-performance teller services to credit union members. To act for the immediate delivery of quality financial services to credit union members through coordination of member needs for products and services with other credit union staff. To provide technical direction and guidance to entry-level tellers.

**Essential Responsibilities:**

1. Acts for the immediate delivery of quality financial services to credit union members. Greets members, determines the nature of the member's business or inquiry, and promptly acts to complete the transaction or refers the member to the appropriate credit union staff.
2. Initiates communications to members concerning credit union services, policies and procedures, and performs cross-selling.
3. Provides technical direction, guidance, training and cross-training to entry-level Teller Service Representatives and other staff members as required or requested.
4. Provides quality teller services: 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.
5. Completes, thoroughly and accurately, signature cards, loan files and all member correspondence on a daily basis or, as authorized.

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6. Opens and closes computer terminal accounts for assigned cash and transactions and balances to the terminal teller/close report; and remits receipts to Accounting.
7. Maintains various teller systems: opens/posts night deposits daily; maintains the coin machine; orders teller supplies; maintains money order and travelers check inventory.
8. Balances the Automated Teller Machine(s)(ATM) and researches ATM out-of-balance situations.
9. Takes supervisory direction in providing: teller replenishments; balancing 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 providing over-ride authority to other tellers.
10. Provides back-up staff support, as required, in the event of employee absences and vacations.
11. Maintains a clean and safe work environment.
12. Performs other related duties, including special projects, as required or requested.

**Qualifications:**

**Education/Experience:** Education equivalent to graduation from High School. Demonstrated consistency in accurately balancing cash, handling cash and recording daily financial transactions. One (1) or more years of related teller experience. 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, is desired. Completed Advanced Teller Training or the equivalent in related education and experience, is desired. 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.**