

RIPCO CREDIT UNION
Job Description

JOB TITLE: Student Teller
DEPARTMENT: Office Operations
CLASSIFICATION: Non-exempt
REPORTS TO: Teller Supervisor and School Branch Liaison

POSITION SUMMARY

Perform a wide range of transactional duties to serve members by receiving or paying out funds with high accuracy. Maintain accurate transactional records. Provide a variety of member savings and share draft/checking transactions, as well as member services such as sales of money orders and cashier's checks.

QUALIFICATIONS/EDUCATION

- Professional appearance and demeanor
- Friendly and outgoing personality
- Must be currently enrolled in Rhinelander High School

KNOWLEDGE/SKILLS/ABILITIES

- Multi-tasking/flexibility of task completion and demands
- General knowledge of office machines, typing skills, 10 key calculator, computer skills, cash handling, etc.
- Ability to maintain a high level of accuracy
- Work in a neat and organized fashion
- Ability to make suggestions to members about products they will benefit from
- Excellent communication skills
- Ability to work well with the public
- Ability to work as a team
- Creative marketing ideas

DUTIES/RESPONSIBILITIES

- Arrive for shifts punctually and be ready to work at start of shift.
- Assist members with questions and concerns that they have in person and on the phone. (Ex. Balance requests, check inquiries, verify deposit amounts, etc.)
- Process a variety of member transactions including deposits, withdrawals, check cashing, and loan payment/payoff.
- Sell money orders and cashier's checks.
- Process cash advances.
- Assist members in setting up and changing payroll deductions and AFT.
- Assist in logging and processing night drop and mail.
- Perform trial balance of cash drawer as necessary.

- Keep accuracy with money handling.
- Accept utility payments.
- Perform telephone transfers for members.
- Assist members in entering their safe deposit boxes.
- Learn all internal and external policies.
- Do various tasks to assist other departments as needed.
- Work scheduled Saturday hours.
- Ability/willingness to learn how to cross sell our products.
- Maintain privacy and respect for information used. (Ex. Member account numbers, balances, loans, NSF's, etc.)
- Track transactions and keep/fill out all necessary paperwork
- Learn how to troubleshoot common teller equipment. (Ex. Printers, calculators, coin machine, etc.)
- Work assigned after-school shifts.
- Work at school branch during lunch periods on Tuesdays and Fridays.
- Design new posters and promotions for school branch.
- Any other duties as directed by supervisor.

PHYSICAL DEMANDS/REQUIREMENTS

- Ability to stand, sit, reach, bend
- Ability to stand for long periods of time
- Ability to lift 10+ lbs

Employee's name (printed)

Supervisor's name (printed)

Employee's signature Date

Supervisor's signature Date