

HEAD TELLER – Newcomerstown Office – Full Time

RESPONSIBILITIES:

- Supervise the Teller functions at assigned office.
- Perform all Teller and Front Desk responsibilities as needed.
- Assist Tellers with transactions and member inquiries (explaining policies and procedures to Tellers and Members).
- Manage branch cash including daily balancing of vault, adding money to and balancing TCR as needed, monthly audit of TCR, processing buys/sells for Tellers, weekly ordering and processing of money for branch.
- Assist Tellers in finding and correcting errors (shortages/overages).
- Have a thorough understanding of all Credit Union policies and procedures applicable to the Teller and Front Desk functions. Ensure policies and procedures are being followed.
- Address more complex member questions, problems and complaints following credit union policies and procedures.
- Maintain a positive work environment. Hold regular staff meetings. Resolve employee relation issues that may arise in a positive and professional manner.
- Evaluate job performance of staff to ensure quality of work and service to Members. Address issues that may arise in a positive and professional manner.
- Balance ATM regularly
- Maintain postage stamp and gift card inventories and submit periodic inventory reports.
- Uphold Credit Union standards for professionalism and confidentiality.
- Understand and comply with all Dover Phila Federal Credit Union policies and procedures.
- Additional responsibilities as assigned.

SKILLS/EXPERIENCE:

- High school graduate or equivalent
- 5+ years teller and member service experience preferred
- 2+ years leadership/management experience preferred
- Commitment to great member service
- Self-starter
- Excellent organizational and interpersonal skills
- Ability to lead and mentor others to achieve desired outcomes
- Strong mathematical aptitude with ability to calculate figures and handle various amounts of cash accurately and efficiently
- Proficient with Microsoft Office products and able to quickly learn and navigate various web applications.
- Ability to maintain a clean, organized work area and professional appearance
- Ability to work branch hours including at least 2 Saturdays per month.

DoverPhila does not use sales goals and does not require upselling.

Responsibilities are listed as guidelines only and the job is not necessarily limited to these duties. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The education, experience, and requirements listed are representative of the knowledge, skill, and/or ability required.