

Head Teller – Cleveland, Ohio

Century Federal, chartered in 1948, is one of the largest credit unions in Northeast Ohio with over \$400 Million in assets and serving the financial needs of over 27,000 members at 350+ Select Employee Groups throughout the Greater Cleveland area has an opening for a full-time Head Teller at our Sherwin Williams branch.

This position is responsible for the overall supervision of the Teller staff, engaging in positive member experiences and maintaining efficient processing of all teller transactions. In addition to, reviewing teller checks processed in order to ensure proper holds are placed and assists in the immediate resolution of all Teller errors. This position is responsible for ensuring that the Teller staff performs within the guidelines for balancing and managing Cash Over/Short. This position is responsible for managing the branch daily cash limits as well as performing limited Member Service Representative job duties, such as account maintenance and actively referring Credit Union products and services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for overseeing the overall operation of the Teller line. Ensures the efficient, effective and accurate performance of teller job duties in alignment with all regulatory requirements and the credit union's policies and procedures. Oversee the overall operation of the Teller line.
- Open and close credit union branch/office at posted times.
- Maintain key log and update periodically and monitor in and out of keys.
- Complete required reports and records accurately and promptly along with daily reports/monthly audits.
- Assist in the evaluation of the job performance of subordinates to ensure quality of work and service to members
- Perform routine member transactions including deposits, withdrawals, cash advances, loan payments, transfers and check cashing, coin machine transactions, Visa payments, and Visa gift cards.
- Maintain a balanced cash drawer and daily cash limits.
- Monitor and detect the negotiability of all checks by inspecting for proper endorsements, date, payee, written amount, numeric amount and maker signature.
- Ensures that the branch's daily transactions and cash totals are in balance and investigates and resolves out-of-balance conditions.
- Verify incoming or outgoing cash/coin shipment.
- Performs file maintenance and account changes as needed.
- Maintains privacy of member account information.

- Serve as the back-up vault teller, which includes ordering cash, verifying cash shipped/received, filling teller cash orders, maintaining full vault security and balancing vault cash nightly.
- Acts as the branch liaison in order to resolve all member complaints and/ or complex teller errors.
- Engage in positive member experiences in order to effectively educate members on the benefits of their membership and assumes responsibility of referring all credit union products.
- Cross-train new or existing personnel in job duties and all products and services offered by the credit union.
- Ensures maintenance of office equipment including coin machine, copier, Check Scanner, official check and money order printer.
- Answer inbound or make outbound telephone calls using proper telephone etiquette.
- Assess the service effectiveness on an ongoing basis and develop strategies to generate feedback and new ideas to aid in increasing service effectiveness.
- Completely fill out CTR's and SARS when needed.
- Maintain adequate inventory of official checks, money orders, movie tickets, Visa gift cards, and reloadable travel cards and sell them as required.

JOB REQUIREMENTS

- Knowledge of Teller and Member Service operations and procedures
- Basic understanding and knowledge of Credit Union operations, principles and practices
- Knowledge of web-based technology
- Knowledge of the fundamentals of banking principles and practices
- Knowledge of and compliance with all necessary regulations including, but not limited to OFAC, BSA, CIP, US Patriot Act, Fact Act, etc.
- Knowledge of the principles and practices of financial institution savings programs
- Knowledge of banking procedures as they relate to money management and money movement
- Knowledge of Credit Union products

The successful candidate must meet and comply with all requirements set forth in the SAFE Act, including, but not limited to successful completion of the required background checks and drug screen.

Century Federal Credit Union offers competitive pay, a full range of outstanding benefits including tuition refund, opportunity for advancement, and work/life balance. We, at Century Federal Credit Union, believe that by valuing the differences among us, we demonstrate our commitment to treating all of our employees and members with fairness, dignity and respect. "Together We're Better" is our motto.

Century Federal Credit Union is an Equal Opportunity Employer committed to engaging a diverse workforce and sustaining an inclusive culture. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status.

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