



Teller – Richmond Heights, OH

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 Teller at our Richmond Heights branch.

This position is responsible for 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 job responsibilities are performed within the guidelines for balancing and managing Cash Over/Short. This position is responsible for managing Teller cash drawer 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 RESPONSIBILITIES:

- Perform routine member transactions including deposits, withdrawals, cash advances, loan payments, transfers and check cashing, coin machine transactions, Visa payments, Visa gift cards, reloadable travel card, and movie tickets.
- 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.
- Balances daily transactions, verifies cash total, and investigates and resolves out-of-balance conditions.
- Verify incoming and outgoing cash/coin shipments.
- 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 to resolve all member complaints and/ or complex teller errors.
- Engage in positive member experiences to effectively educate members on the benefits of their membership and assume 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.
- Keeps supervisor informed of area activities and of any significant problems or concerns.
- Ensures that work area is clean, secure and well maintained.
- 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.
- Adhere to the credit union's policies and procedures to ship mutilated currency.
- Adhere to and uphold all written policies and procedures of the credit union, including BSA/CIP and OFAC monitoring and reporting, security operation and personnel policies.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS:

- 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 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.
- High school graduate or equivalent.

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.

We are an Equal Opportunity Employer