Head Teller – Richmond Heights, Ohio

At Century Federal Credit Union, people are at the heart of everything we do—both the members we serve and the employees who make that service possible. We are proud to foster a workplace culture built on integrity, collaboration, and innovation, where every team member is valued and encouraged to grow. We believe work should be meaningful, purpose-driven, and joyful. Together, our teams help ensure the credit union's strength, transparency, and regulatory soundness while continually finding better ways to serve, support one another, and make a positive impact.

The Head Teller 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 RESPONSIBILITES

- 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.
- Completes 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, 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.
- 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.
- 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.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of Teller and Member Service operations and procedures.
- Basic understanding and knowledge of Credit Union operations, principals 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.
- Excellent communication skills.
- Professional appearance, dress and attitude.
- Good math skills.
- Ability to operate related computer applications and other business equipment including adding machine, copy machine, telephone, computer, coin machine, and cash counter.
- Good typing skills.
- Strong analytical and problem-solving skills.
- Ability to travel to any of the branch locations at anytime for any reason on a temporary or permanent basis.
- Perform any other duties as directed by the Supervisor.

EDUCATION/CERTIFICATION AND EXPERIENCE

- High school diploma 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 check, drug screen, and satisfactory credit score.

Century Federal Credit Union offers competitive pay, a full range of outstanding benefits including tuition reimbursement, 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