

Teller Job Description



JOB TITLE: Full-Time Teller (Min 35hrs)

REPORTING TO: Manager/Assistant Manager

GENERAL SCOPE OF ROLE:

Omagh Credit Union is seeking to appoint a full-time teller to assist with providing a first-class service to its members at all times.

The successful candidate will report to the Credit Union Management team and will be responsible for carrying out a range of operational activities that will contribute to the effective day to day running of the Credit Union.

MAIN DUTIES:

1. Providing face to face customer service to members of the Credit Union. This will involve having responsibility for an allocated float, dealing with share lodgements and withdrawals, and processing loans repayments.
2. Responsibility for balancing own float on a daily basis.
3. Completion of month end reports and balancing.
4. Issuing and checking foreign exchange.
5. Directing members to other Credit Union personnel as required.
6. Issuing documentation and items of general information to members and non-members as directed.
7. Opening accounts for and educating new members.
8. Being knowledgeable in and providing information to members on LP/LS and DBI Claims.
9. Dealing with other member queries that may arise.
10. Processing standing order payments from members.
11. Processing transactions relevant to sub-offices.
12. Preparing lodgements and depositing lodgements at bank.
13. Complying with Credit Union's internal policies and procedures.
14. Other Adhoc tasks that may arise such as review of dormant accounts.
15. Assisting with adult and youth marketing activities such as the school quiz initiative and visiting local employers.
16. Undertaking regular training as directed by office management.
17. Involvement in administrative duties to include filing, photocopying, scanning, dealing with post, sending written correspondence to members, answering the telephone and shredding.
18. To be aware of and comply with all Health & Safety regulations as directed by the Credit Union.
19. To attend and contribute to meetings of such committees as may be directed by management and the Board of Directors.

20. To work in Newtownstewart Sub- Office when required.
21. To undertake such other reasonable and lawful duties as may be directed from time to time by management.
22. Requirement to provide cover for other roles in the Credit Union to cover periods of staff absence. Training will be provided such duties.

Essential Criteria

1. Strong verbal and written communication skills.
2. Good IT skills.

Desirable Criteria

1. Previous experience in a Credit Union or banking environment is desirable but not essential as full training will be provided.