

Primary Objectives:

Accurately process member transactions in accordance with established policies and procedures. Recommend appropriate financial products to members. Perform other member service duties as needed.

Reports to: Branch Supervisor

Primary Responsibilities:

1. Greet and interact with members in a friendly and cheerful manner.
2. Positively promote the credit union and cross sell KEMBA products and services.
3. Operate teller drawer and accurately process member transactions. Report any discrepancies to supervisor.
4. Accurately balance cash drawer daily. Report any discrepancies to supervisor.
5. Refer or open new deposit and loan products as required.
6. Follow all safety and security policies/procedures.
7. Follow all operational policies and procedures.
8. Answer phones and consult with members and applicants regarding KEMBA products and services.
9. Assist in solving member problems or issues.
10. Perform other duties and tasks required to effectively operate the branch.

Required Knowledge and Abilities:

1. High School Diploma or equivalent
2. Computer skills and the ability to operate standard office equipment
3. Excellent attitude and member service skills
4. Able to perform well in a multi-task environment
5. Good organizational skills
6. Willingness and ability to cross sell KEMBA products and services