

GCS Credit Union  
Job Description  
**Teller Supervisor**



|  |                        |
|--|------------------------|
| Department:                            | Grade:                 |
| Reports To: Branch Manager             | Classification: Exempt |
| Supervises: Direct: 0      Indirect: 0 | Effective Date: 7/1/15 |
| Approved By:                           | Revised                |

Role:

Responsible for the efficient operation of the Teller line assuring quality customer service is provided to new and existing customers. Trains and coaches Tellers for the efficient processing of Teller work and to offer the most appropriate service for the members.

Major Duties and Responsibilities:

Effectively supervises front line area personnel to ensure optimal performance. Ensures that personnel are well trained, effective, and optimally utilized. Provides instruction regarding policy, procedure, and service and product offerings. Will assist in training and developing employees.

Assumes responsibility for ensuring and performing efficient, effective, and professional front line operations. Assists with assignment and distribution of workflow. Ensures that all front line functions and security procedures are correctly performed in accordance with established policies and standards. Will assist in tracking individual employee progress and may provide input on staff performance appraisals

Answers member and staff questions, solves problems, and assists with complex transactions and sensitive member issues. Explains policies and procedures to members. Makes judgments for staff (within limits of authority) pertaining to cashing and/or accepting checks or drafts. Investigates staff out of balance conditions and institutes corrective procedures. Assists in finding balancing errors. Ensures that staff balance at the end of each day and that all monies are secured in accordance with established procedures.

Balances vault or monitors balancing of Vault Tellers. Monitors, orders, dispenses, ships, and balances cash.

Ensures members are greeted and welcomed to the Credit Union in a courteous, professional and timely manner. Supports and encourages employees to actively cross sell Credit Union products and services.

Maintains an up-to-date and comprehensive knowledge on all Credit Union products and services that are handled or promoted by service representatives. Maintains an up-to-date and comprehensive knowledge on all related policies, procedures, and rules and regulations.

Performs procedures for opening and closing of operations, including vault, alarm, and door duties.

Manages branch office in absence of manager and performs other job related duties as assigned.

Expectations:

**Confidential**

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1. To ensure that tellers provide the best level of member service possible in a manner consistent with the overall philosophy of the Credit Union.
2. Ensure adequate staffing of personnel in order to control lobby traffic and member volume.
3. To develop and improve the knowledge and skills of tellers.
4. Ensure that Tellers function at a high level in regard to speed, accuracy, knowledge and courtesy. Provide assistance to employees when necessary.
5. To keep management informed of operational issues affecting member service.
6. To provide training development, support and leadership for everyone in the department.
7. Keep up to date with necessary and laws and regulations in order to provide staff with appropriate information and training.
8. To maintain a professional appearance and atmosphere for the department.
9. To direct and motivate a highly-qualified staff sufficient to meeting the daily operational needs of the department.

Knowledge and Skills:

**Experience:** A minimum of two years of Teller experience is preferred. Previous customer service experience is essential. Supervisory experience is preferred.

**Education:** A high school education or GED.

**Interpersonal Skills:** A significant level of trust and diplomacy is required, in addition to normal courtesy and tact. Work involves extensive personal contact with others and/or is usually of a personal or sensitive nature. Work may involve motivating or influencing others. Outside contacts become important and fostering sound relationships with other entities (companies and/or individuals) becomes necessary.

**Other Skills:** A complete knowledge of the Teller function is essential.

Additional training in the areas of accounting, business or finance would be helpful.

Knowledge of banking products and services is necessary.

Must have a thorough knowledge of basic mathematical calculations and techniques that are required for efficient balancing.

Physical Demands:

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GCS Credit Union  
Job Description  
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This position frequently requires you talk, hear and use your fingers.

Occasionally, this position requires stooping, kneeling, crouching, reaching, and lifting up to 20 pounds.

The worker is required to have close visual acuity to perform activities such as viewing details on a computer terminal.

**This Job Description is not a complete statement of all duties and responsibilities comprising this position.**

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_