

JOB DESCRIPTION

Position: Central Teller/Service Representative **Group:** 2
Reports to: Assistant Manager

Primary Responsibility/Basic Purpose:

Under general supervision, the Central Teller/Service Representative provides prompt, courteous, accurate service with respect to all cash transactions. Coastal Community strives "to be the leaders in building relationships that improve financial health, enrich people's lives and build healthier communities". It is the responsibility of the Central Teller/Service Representative to be the primary point of contact for members and carry the vision statement forward in order to build, maintain, attract and expand the member's relationship with Coastal Community.

Representative Duties:

1. Monitor and maintain appropriate branch cash holdings as per established guidelines, placing currency orders and shipping currency as required.
2. Provide prompt, courteous, accurate service in supplying cash, coin and foreign currency to employees and members.
3. Process incoming cash, verify and bundle cash in preparation for receipt by TACD.
4. Process Night Depository and ABM deposits in dual custody.
5. Accurately maintain and balance cash, coin, and foreign currency within assigned limits.
6. Answer telephone inquiries.
7. As required, provide front-line member service.
8. Provide advice and assistance to employees as required.
9. Inform members of new services and changes to existing service and encourage members to utilize same.
10. Perform other related duties as required.

Required Qualifications:

- Minimum of one year financial service experience or an equivalent combination of education and experience.
- Successful completion of CUIC 185 and/or CUIC 200.
- Successful completion of the MSR II course and exam.
- Solid working knowledge of all Coastal Community products and services.
- Solid working knowledge of the banking system.
- Solid working knowledge of administration procedures and accounting.
- Above average MSR skills.
- A proven sales record.
- Actively pursuing the CUIC Fellowship Designation and/or other related education.
- Excellent written and verbal communication skills.
- Demonstrated leadership skills.

Required Abilities:

- Proficient with the Windows suite of programs.
- Ability to utilize sound judgement in developing recommendations.
- Ability to build member relationships resulting in expanded share of wallet.
- Ability to multitask while providing quality service.

Skills to Benefit this Position Include:

- Member Service Skills
- Time Management Skills
- Interpersonal Skills
- Problem Solving Skills

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