



Position: Branch Teller

Department: Customer Service

Position Reports To: Branch Manager

Position Summary

In this dynamic role, you will develop, expand and maintain relationships with customers by providing outstanding personalized service and getting to know their most important financial needs. By providing prompt, efficient and accurate support on their accounts, you will play a key role in advising customers on how we will be a lifelong partner in helping them reach their financial goals.

Position Duties and Responsibilities

To succeed in this position, you must be able to satisfactorily perform common occurrences of each of the following under direct supervision from your manager:

- Actively engage customers and establish a high-quality service environment by having a courteous and helpful attitude.
- Educate and cross-sell customers on the company's product and service offerings that can help them meet and exceed their financial needs.
- Collaborate with co-workers in your office and in other branches and departments to provide effective and efficient service to our customers.
- Accept and promptly process customer transaction requests on deposit accounts, consumer and mortgage loans, debit and credit cards and Individual Retirement Accounts (IRA).
- Develop and maintain a comprehensive knowledge of the company's products and services.
- Understand and comply with applicable Federal and State laws, banking regulations and OE Federal Credit Union's policies and procedures.
- Perform other related duties as assigned.

Position Qualifications and Skill Requirements

- High School Diploma/ GED required.
- Six months of work experience in a customer service capacity required; one year of work experience in a bank or credit union customer service capacity preferred.
- Excellent verbal communication skills required.
- Good written communication skills preferred.
- Bilingual in English and Spanish preferred.

Physical Requirements

- Must be able to occasionally lift, carry, push or pull up to 15 lbs.
- Must be able to sit and stand for prolonged periods of time and walk for brief periods of time.
- Must be able to repetitively use a telephone and a computer mouse and keyboard.