



STAR Financial Credit Union Teller Supervisor

Position Title: Teller Supervisor

Reports to: Branch Manager

Position Summary:

Responsible for supervising, guiding, and advising Member Services in efficient and accurate handling of member needs. Resolve member problems, teller issues, and help with complex work-related matters. Perform all teller functions with a high level of accuracy. This role involves opening accounts for members, assisting the Branch Manager, funding loans, and following in accordance with credit union policies and procedures.

Key Responsibilities:

- Oversee the teller area by assigning work, answering questions, solving problems, helping complex transactions and member relations problems, and explaining policies and procedures to tellers and members.
- Greet and welcome members to the credit union.
- Develop connections, improve the member experience, and reply to member requests in a kind, supportive, and upbeat way.
- Ensure that transactions are processed with accuracy, speed, and efficiency.
- Maintain an up-to-date comprehensive knowledge on all credit union products and services that are handled or promoted by tellers. Maintain an up-to-date and comprehensive knowledge of all related policies and procedures, rules, and regulations for the teller area.
- Scan teller work, checks, and member service documents. Shred documents by referring to the retention log.
- Promote credit union products and services based on member's needs.
- Process member mail and night drop transactions.
- Count, check, and package coins and currency.
- Research accounts for deposit, withdrawal, and loan payment discrepancies.
- Balance cash drawer at the end of each shift.
- Train new and existing employees on the core system, all other software used in the Credit Union office, and all equipment to ensure the highest quality of service to members.
- Open new accounts and service existing accounts. Prepare required paperwork for new account files and provide members with all necessary information for membership.
- Assist members in maintaining individual retirement accounts.
- Manage and recommend the purchase of supplies.
- Assist Branch Manager with audits and staff reviews.
- Replenish Teller Cash Recyclers to correspond with needs, ensure tellers are following authority limits, and verify cash received from the Federal Reserve.
- Review and fund loans requested by Loan Officer.
- Comply with BSA/OFAC/CIP regulations and complete required training.



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Teller Supervisor**

Required Knowledge, Skills, and Abilities:

- Cash Handling
- Ability to cross-sell products and services
- Basic knowledge of Microsoft Excel and Word
- Effective communication skills and the ability to work independently.
- Strong attention to detail, accuracy, and organizational skills.

Experience:

- 2-3 years of cash handling experience required
- 2-3 years of banking experience required
- 2-3 years of customer service required

Pay Scale:

- Minimum: \$17.65, \$36,712
- Midpoint: \$20.54, \$42,723
- Maximum: \$24.38, \$50,710