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GRADE	DEPARTMENT	JOB CLASSIFICATION	EEOC CATEGORY
5	Branch Operations	NonExempt	Laborers and Helpers

Role

Assist members with their financial transactions, involving paying and receiving cash and other negotiable instruments; explain and provide Credit Union services too include setting-up new accounts.

Major Duties and Responsibilities

	Weight	Function	Essential?
1.	40%	Receive and process member financial transactions (deposits, withdrawals, loan payments, sell money orders and travel/gift cards, transfer amounts as directed). Assists member with opening and closing accounts; answer questions about products and services; resolve members' problems within their authority to solve. Maintain member records.	✓
2.	30%	Establishes and maintains a helping relationship with members to promote the cross-sell of other Credit Union services.	✓
3.	10%	Scanning daily work.	✓
4.	10%	Balances cash drawer and daily transactions.	✓
5.	5%	Perform other duties as assigned.	✓
6.	5%	Act as a liaison between members and various departments.	✓

Knowledge & Skills

Experience

This job can be learned in hours or days or weeks.

Education/Certifications/Licenses

High school degree or GED required.

Interpersonal Skills

Courtesy, tact, and diplomacy are essential elements of the job. Work involves personal contact with others inside and/or outside the organization, generally regarding routine matters for purposes of giving and obtaining information, as well as advising or referring, which commonly require shorter discussions.

ADA Requirements

Physical Requirements

Is able to bend, sit, and stand in order to perform primarily sedentary work with limited physical exertion and occasional lifting of up to 25 lbs. Must be capable of climbing / descending stairs in an emergency situation. Must be able to operate routine office equipment including computer terminals and keyboards, telephones, copiers, facsimiles, and calculators. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must be able to work extended hours or travel off site whenever required or requested by management. Must be capable of regular, reliable and timely attendance.

Working Conditions

Must be able to routinely perform work indoors in climate-controlled shared work area with minimal noise.

Mental and/or Emotional Requirements

Must be able to perform job functions independently or with limited supervision and work effectively either on own or as part of a team. Must be able to read and carry out various written instructions and follow oral instructions. Must be able to complete basic mathematical calculations, spell accurately, and understand computer basics. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform

responsibilities with composure under the stress of deadlines / requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters.

Acknowledgement

Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job description is not a contract and should not be construed as a guarantee of employment for any specific period of time.

Infuze Credit Union is an Equal Opportunity Employer and does not discriminate against employees or applicants based on race, color, religion, sex/gender, national origin, disability, age, or any other category protected by law.

_____   _____   _____   _____
Authorized Representative   *Date*   *Employee*   *Date*