

Teller

Job Description and Person Specification

Post Title:	Teller
	35 hours per week
Salary:	£15,379 per annum
Duration:	Permanent
Location:	Methilhill/Glenrothes
Reporting to:	Financial Administrator

Main Purpose of Post

To perform transactional duties and to serve members with high accuracy and in professional manner face to face and on the telephone. To support Kingdom Credit Union's (KCU) work and promote its ethos in the community.

Main Duties

1. To greet and welcome members to the KCU in a courteous, professional and timely manner;
2. To ensure that members' requests and questions are promptly resolved;
3. To assist members complete documentation relevant to their membership;
4. To maintain accurate transactional records and provide cash receipt and payment services in accordance with credit union policies and procedures;
5. To maintain an up-to date and comprehensive knowledge on all KCU products and services;
6. To promote all services offered by the KCU as it pertains to members' needs and benefits of having such products;
7. Conduct daily bank and cash reconciliations;
8. To conduct other administrative tasks that are required;
9. To perform file maintenance and account changes as needed;
10. To monitor and evaluate service provision to members who have been referred to partner organisations;

This job description does not represent an exhaustive list of responsibilities and tasks but indicates the main responsibilities required from employees in the role. The organisation reserves the right to require employees to perform other duties from time to time.

The organisation also reserves the right to vary or amend the duties and responsibilities of the post-holder at any time according to the needs of the organisation's business.

There is a requirement to work evenings and weekends as necessary in order to ensure appropriate fulfilment of duties. Time off in lieu arrangements will be put in place to ensure flexible working practices that benefit both the organisation and the employee.

Person Specification

Essential requirements:

- Relevant professional qualification and/or proven relevant work experience;
- Experience in a cash handling environment;
- Experience in delivering high quality customer service;
- Willingness to learn; work as part of a team and to help others;
- Excellent interpersonal, oral, written, numeracy and ICT skills,
- Efficient, self-motivated, and proactive, with good organisational skills;
- Displays honesty, integrity and a strong sense of ethics in all actions and decisions;

Desirable requirements:

- Qualification in Principles and Practices of Credit Union or willingness to study towards one;
- Experience of working within the third sector;
- Experience of banking or financial services;