

Teller II

Why Work for Mainstreet Credit Union?

Because Mainstreet Credit Union was named the Best Credit Union in Kansas by Forbes Magazine, of course! Not to mention, Mainstreet Credit Union aims to be the financial home to every member. We continue to strive for a welcoming culture, where our employees are knowledgeable, helpful and accountable for their position within the team. To achieve this vision, we provide continued training and development opportunities, as well as a friendly environment where members and employees can feel at home. Being a not-for-profit organization, we keep business simple and real. We enjoy sharing in our community, and we always find the most effective way to serve our members.

In addition to our friendly and welcoming environment, we offer our employees:

- Work-life balance because of our day-time hours
- Three weeks of PTO in the first year with a generous annual PTO carryover plan
- A wide variety of insurance options for health, dental, and vision
- 401k with company match
- Company provided life insurance and long-term disability
- Discounts on consumer loans

Let's Learn About the Job

Position Overview:

The Teller II position is responsible for performing transactional duties to serve members by receiving or paying out funds with high accuracy.

Major Responsibilities:

1. Predictable and reliable attendance required to perform as a paying and receiving teller.
2. Greet and welcome members to the credit union in a courteous, professional and timely manner, providing prompt, accurate and efficient member transactions.
3. Receive share drafts/checks for proper endorsement, and enter deposits into computer records.
4. Cash share drafts/checks and process withdrawals; adhering to the proper verification processes.
5. Receive consumer loan, home loan and other payments, and ensure accuracy when posting to the computer.

6. Maintain a balanced cash drawer. Research and resolve discrepancies. Report any discrepancy to the supervisor as necessary.
7. Actively assists with teller line operations such as check scanning, ATM balancing once holds have been released by a Teller III or supervisor, vault balancing, and all opening and closing responsibilities. Processes night depository transactions, balances coin machine to include changing bags, changing the receipt tape and other duties related to the coin machine. Processes mail deposits and helps monitor supplies.
8. Builds rapport with members and displays a needs-based approach to cross sell and refer credit union products and services.
9. Maintains an up-to-date and comprehensive knowledge on all credit union products and services that are handled or promoted by tellers. Maintains an up-to-date and comprehensive knowledge on all related policies, procedures, and rules and regulations, including robbery procedures.
10. Performs other duties as assigned by management.

Required Education and Experience:

- High school diploma or general education degree (GED).
- Relative work experience and/or a combination of customer service and cash handling experience required.

Knowledge, Skills and Abilities:

- Display professional and positive attitude, behavior, and adherence to policies and procedures
- Resolve difficult situations with tact and diplomacy
- Effective communication skills, both in person and by telephone.
- Ability to read and comprehend simple instructions, short correspondence and memos.
- Strong organizational and time management skills.
- Attentiveness and information retention.
- Mathematical skills.
- Detail oriented.
- Use of cross selling techniques.
- Understanding and use of good judgment.
- Ability to perform job expectations in an accurate and efficient manner.
- Ability to quickly and accurately handle cash when interacting with members and balancing cash before and after use.

Company Overview

Mainstreet Credit Union began in Johnson County over six decades ago as the Northeast Johnson County Teachers' Credit Union. Over the years, Mainstreet Credit Union has grown its business by expanding to new locations and acquiring smaller credit unions in the Kansas City area. Today, Mainstreet Credit Union has over 63,000 members, 12 branches across 9 cities, and a much shorter name!