

Teller III

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 III position is responsible for functioning as a paying and receiving teller and assisting the branch supervisor, as needed, in daily operation of teller area. This position also helps to make sure the teller operations area runs smoothly.

Major Responsibilities:

1. Predictable and reliable attendance is required to perform in this role.
2. Performs as a paying and receiving teller.
3. Builds rapport with members and displays a needs-based approach to cross sell and refer credit union products and services.
4. 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.
5. Assists branch supervisor/assistant branch manager on a daily basis, as needed; completes reconciliation of daily teller work. In the supervisor's absence prepare the

cash order, get manager approval, and then proceed to have accounting place the cash order. Help in preparing coin shipments. In the supervisor's absence contact accounting with cash advance totals at end of each day.

6. Assists with travelers check audits (can do this on their own in the absence of the supervisor).
7. Balances ATM, processes mail deposits, understands the check imaging process to include balancing the end of the day check totals to the deposit summary report and know whom to call or what to do if there is a problem.
8. Post coin machine tickets, balances coin machine, changes bags, attends to all coin machine issues, post vault tickets, balances vault.
9. Have the flexibility to be able to open and close the branch.
10. Performs other duties as assigned by Management.

Knowledge, Skills and Abilities:

- Display professional and positive attitude, behavior, dresses in a professional manner and adheres to policies and procedures as outlined in the Mainstreet CU Employee Handbook.
- Effective communication skills, both in person and by telephone
- Strong organizational and time management skills
- Mathematical skills
- Detail oriented
- Ability to show initiative
- Ability to make sound decisions and communicate them with tact and diplomacy. This may include making the on-the-spot decisions regarding member transactions; weighing member satisfaction issues with the Credit Union's exposure to loss or fraud; and, the ability to think through and rationalize decisions.
- Ability to cross-sell
- Ability to perform job expectations in an accurate and efficient manner
- Computer skills

Required Education and Experience:

- High school diploma or equivalent required
- Minimum two years' prior teller experience required.
- Experience with general teller operations equipment (coin machine, ATM)
- Check imaging experience
- Electronic services experience

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 60,000 members, 12 branches across 9 cities, and a much shorter name!