

Rev. 2/24/26

Title: Assistant Head Teller

Reports to: Head Teller

Supervises: Tellers

Salary -\$57,460.00

Position Purpose: Assist the Head Teller in the supervision of the teller area. Guide and advise tellers in efficient and accurate handling of member needs. Solve member problems, resolve teller issues, and help with complex work-related matters. Perform all teller functions as needed. Ensure a high level of accuracy in all teller transactions.

Primary Duties and Responsibilities:

- Assist Head Teller/Supervisor to be accountable for the teller operations and assist in establishing and maintaining a positive work environment for all employees.
- Assist in ensuring the teller staff are interdepartmentally trained and cross-trained in all phases of their jobs.
- Assist in training the teller staff of all credit union products and services to ensure the highest quality of service to members.
- Assist in maintaining a highly motivated, well-trained teller staff.
- Assist in establishing and maintaining effective employee relations. Resolve employee teller relation issues.
- Assist in evaluating job performance of subordinates to ensure quality of work and service to members and relay feedback information to supervisor/management.
- Assist in proactive coaching of subordinates.
- Assist Head Teller to develop, apply, and evaluate policies and procedures for the department. Ensure that staff comply with policies and procedures and comprehend changes in requirements. Maintain a thorough knowledge of policies and procedures and trends in the credit union industry, with particular attention to the Bank Secrecy Act, Patriot Act, and with robbery procedures.
- Assist Head Teller in approving transactions that need additional review and approval.
- Assist tellers regarding questions or concerns that need clarification.
- Maintain knowledge of all State and Federal regulations that are applicable to the transactions performed in the cashier/teller area.
- Assist in serving as vault teller for the credit union, to include ordering cash, verifying cash received, filling teller cash orders, maintaining vault security, and balancing vault cash nightly.
- Assist in approving member requests and accommodations.
- Assist Head Teller with daily shifts of opening and closing procedures.
- Experience monitoring and coordinating with ATM servicing vendors or ATM management groups, including basic troubleshooting, cash level oversight, and issue escalation.

Skills and Experience Required:

- Ability to lead and motivate teams effectively.
- Preferred qualifications include at least two years of experience in leadership roles within banking.
- Expertise in training, with a minimum of six months in either a training or mentoring capacity.
- Candidates should possess one to two years of teller or banking experience.
- Excellent verbal and written communication skills.
- Proficient in PC applications, including Microsoft Word and Excel.