



Position Description

Job Title: Teller

Position/FLSA Status: Full-time/Non-Exempt
Department: Teller
Reports to: Operations Manager
Location: 17330 State Highway 371 Brainerd MN 56401
Date Issued: November 2016
Date Revised: June 2026

Summary: The primary responsibility is to perform transactions for members by receiving or paying out funds with a high degree of accuracy. Maintain records, providing basic cash receipt and payment services in accordance with policies and procedures.

Responsibilities:

Teller

- Greet and welcome members in a courteous and professional manner
- Provide prompt, accurate, and efficient member transactions
- Balance cash drawers at the end of the shift. Research and resolve discrepancies
- Ensure that the teller station is properly stocked with forms, supplies, brochures, etc.
- Scan and index all CWPCU and CWP daily teller documents
- Maintain an up-to-date knowledge on all related policies and procedures, and rules and regulations for both CWPCU and CWP
- Other duties as assigned

CWPCU Teller

- Receive cash and checks for credit union deposits, loan payments and verify accounts; enter into computer
- Cash checks and process withdrawals
- Promote and explain credit union services, loans, checking, certificates, gift cards, etc.
- Count coin and process as a deposit or cash back to member
- Process mail/drop box deposits and payments
- Place holds on accounts for uncollected funds
- Maintain an up-to-date knowledge on all credit union products and services that are handled or promoted by tellers
- Ensure that the new account packets are properly stocked

CWP Teller

- Receive cash, checks and credit card payments for CWP, verify account and enter into computer
- Process mail/drop box payments
- Print reports and post EFT & OBI payments

Knowledge, Skills, and Abilities

- Ability to handle large sums of cash
- Ability to handle two cash drawers and two computer processing systems
- Basic knowledge of financial institution rules and regulations
- Be able to adapt quickly to unpredictable situations
- Ability to pay close attention to detail
- Knowledge of Microsoft Office Programs and other computer-related software and office equipment
- Communication skills to speak clearly, listen and get clarification, respond well to questions and participate in meetings
- Time management skills to organize workload and meet deadlines
- Take initiative of projects and be accountable for workload with minimal supervision
- Ability to handle stress related to work events calmly
- Maintain confidentiality

Education/Experience Requirements

- High School diploma or equivalent
- One (1) year minimum cash handling experience
- Qualifications, experience and skills deemed appropriate by Management
- Valid driver's license

Physical Requirements

- Withstand standing for long periods of time while looking at a computer screen
- Occasional bending, reaching, and light to medium lifting