Position Description

Job Title: Teller/ Loan Support Servicer

Position/FLSA Status: Full-time/Non-Exempt
Department: Teller
Reports to: Operations Manager/VP of Lending
Location: 17330 State Highway 371 Brainerd MN 56401
Date Issued: February 2025
Date Revised: February 2025

Summary: The teller's primary responsibility is to perform transactions for members by receiving or paying out funds with a high degree of accuracy for Crow Wing Power Credit Union (CWPCU) and Crow Wing Power (CWP). Maintain records, providing basic cash receipt and payment services in accordance with policies and procedures. The primary responsibility of the loan support servicer is to perform monthly tracking of closed loans, updating insurances, and scanning in documents.

Teller

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 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 in 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 and night 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 in computer. Process night drop box payments
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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 Suite and other computer related software and office equipment
- Communication skills to speak clearly, listens and get clarification, responds well to questions and participate in meetings
- Time management skills to organize workload and meet deadlines

Loan Support Servicer

Responsibilities:

- Scan documents into the scanning system
- Track and update insurance for member's loans
- Track and update closed loans for our members
- Quality control on monthly loans
- Other duties as assigned

Education/Experience Requirements

- One (1) year minimum cash handling experience
- Must possess the qualifications, experience and skills deemed appropriate by Management

Basic Requirements

- Hold a valid driver's license in the state of Minnesota
- Take initiative of projects and hold oneself accountable for workload with minimal supervision
- Deal with stresses related to work events

Physical Requirements

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