

NEW BEDFORD CREDIT UNION

Retail Services Supervisor

JOB TITLE/DEPARTMENT

Retail Services Supervisor/Retail

CLASSIFICATION

Exempt

AUTHORITY AND REPORTING RELATIONSHIP

The Retail Services Supervisor reports to the Branch Manager/Assistant Branch Manager. The Retail Services Supervisor supervises all tellers at the branch level.

AMOUNT OF INDEPENDENT ACTION OF THE POSITION

Approval required when solution is not within normal policies and procedures.

SUMMARY/OBJECTIVE

Coordinate and supervise all aspects of teller operations within the branch ensuring the daily activities of the tellers are performed in a timely, accurate and courteous manner. Guide and advise tellers in the handling of members' needs. Solve member problems, resolve teller issues, and assist with complex transactions.

ESSENTIAL FUNCTIONS

- Supervise teller staff, and assist in the coaching, training and the development of tellers.
- Assist tellers in solving member problems, serving as an operational reference.
- Investigate teller losses, and institute corrective action as necessary.
- Schedule work hours and breaks for all tellers.
- Responsible for on the job training of new Tellers; provide general performance input to the management of the branch.
- Ability to perform the same duties that a teller does, to include balancing own cash drawer, processing money orders, cash advances, loan payments, cashing checks, etc.
- Actively participate in a sales and service culture consistent with the Credit Union's business plan goals, and encourage other tellers to meet or exceed sales goals, as necessary.
- Research and resolve member questions, problems and concerns by way of telephone, written correspondence or in person.
- Cross-sell to members all available credit union services that satisfies member needs (ex. share draft accounts; e-statements; safe deposit boxes, etc.).
- Utilize pre-approval platform in order to promote and cross-sell loan products and services.
- Knowledge of all functions of member servicing to assist Member Service area when needed.
- Verify validity of checks and cash received.
- Place appropriate holds on all checks in accordance with applicable policies and regulations.
- Maintain a mastery of the credit union's current operating system for financial transactions.
- See to the accurate completion of required audit logs.
- Adhere to, and help enforce, all security procedures as well as other departmental policies and procedures.
- Maintain and secure all negotiable instruments in the branch. Order and conduct cash management duties, to include ordering cash for the branch and maintaining vault cash.
- Audit ATM, as well as cash drawers, on a monthly basis, according to policy.
- Balance and verify receipt of incoming cash orders for the branch. Balance and add cash to ATM. Record and process ATM deposits.
- Make exceptions to policy as appropriate and within authority.

Retail Services Supervisor Description

- Fill-out CTR reports when needed.
- ***Compliance with Bank Secrecy Act, OFAC and USA PATRIOT Act including accurate completion of CTR, Monetary Instrument log, and reporting of suspicious activities to supervisor.***

QUALIFICATIONS

- High school graduate or GED.
- Minimum of two (2) years cash-handling experience is required.
- Minimum of two (2) years of customer service experience is required.
- Minimum of one (1) year of supervisory experience is preferred, but not required.
- Prior experience working in banking or finance is required.
- Minimum of one (1) year prior teller experience is required.
- Basic skills related to Microsoft Office applications.
- Mathematical aptitude.

COMPETENCIES

- Strong leadership skills and the ability to motivate others are necessary.
- Positive, professional business relationships within the credit union.
- The ability to work independently and take-on additional projects as assigned.
- The ability to meet deadlines.
- Strong organizational skills.
- Excellent oral and written communication skills.
- A strong commitment to achieving personal growth and success.

WORK ENVIRONMENT

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to type, file or lift office supplies up to 20 pounds. The employee is frequently required to sit, stand for up to 9 hours, walk, bend, talk, hear, use hands to finger, handle or feel; and reach with hands and arms.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

New Bedford Credit Union is an equal opportunity employer and does not discriminate against otherwise qualified applicants on the basis of age, race, color, disability or handicap, gender, sex, sexual orientation, religion or creed, ancestry or national origin, military or veteran status, marital status, gender identity of expression, genetic information, pregnancy and pregnancy-related conditions, or any other characteristic protected by law.

It is the policy of NBCU to provide reasonable accommodation for qualified employees with disabilities. If you need accommodation to perform the essential functions of your position, please contact Human Resources directly. Full-time employees are offered a competitive salary commensurate with experience and a comprehensive benefits package including health, dental, short & long term disability, term life insurance, AD&D insurance, 401 (k) plan, and tuition assistance.

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**APPLICATIONS/RESUMES MAY BE SUBMITTED VIA E-MAIL (NOT SECURE),
FAX, POSTAL MAIL, OR DROPPED-OFF IN PERSON.**

ATTN: Human Resources
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