



40 High East Street
Dorchester
Dorset
DT1 1HN

Tel: 01305 268444
Email: admin@wyvernsandl.co.uk

Wyvern Savings and Loans Job Description – Teller (Volunteer)

A teller is a member of Wyvern Savings and Loans supporting branch operations providing a direct service to Wyvern's members and the public. This role is a voluntary position.

Role

The role is to be one of a group of tellers. You will be required to commit to at least two sessions a month. Tellers carry out transactions, enrol new members and provide support and advice on products and services offered by Wyvern. Training relevant to a Credit Union will be given.

Responsibilities

- Represent Wyvern to its members and the public visiting the branch.
- Understand and be able to express the products and services of Wyvern, whilst being aware of Wyvern's Shared Values.
- Enter and maintain electronic records supporting member transactions.
- Work with colleagues, or alone when appropriate, to support members in completing transactions and completing forms to a required standard.
- Maintain a high level of confidentiality at all times.
- Liaise with head office for central services and support.

A summary of duties and their description is included on the following page.

Qualifications, Skills and Experience

- Good interpersonal skills including an ability to be tactful but authoritative in stressful and/or sensitive situations
- Good communication skills
- Ability to use a computer is an advantage but not essential, informal friendly training is available.

OF 11 04.09.15 RB



www.wyvernsandl.co.uk

Wyvern Savings and Loans is the trading name of Wyvern Credit Union Limited. Authorised by the Prudential Regulation Authority and Regulated by the Financial Conduct Authority and the Prudential Regulation Authority (FRN 213628)



Summary of Duties and Description

Duties	Description	Frequency
Prepare and open the branch	Prepare your till, computer and counter for members to be able to make transactions and complete forms.	Every session
Verify deposits and withdrawals	Check deposit slips, cash and cheque transactions are completed in full and values match. Ensure paperwork is signed in accordance with required policy. Verify identity when required. Verify authenticity of money.	Every session
Record transactions on to members' electronic record	Enter details of all transactions electronically.	Every session
Open new member accounts	Ensure membership application is completed in full, and membership requirements are met. Verify identity and enter details electronically.	As required
Maintain member records	Update electronic records with member information	As required
End and close branch	Reconcile your till, close your computer and clear away paperwork.	Every session
Banking	Deliver excess cash and cheques to the bank or Post Office.	As required
Assist with completion of forms	Enable members to complete forms, and assist when required.	As required
Issue Loan Agreements	Enable members to complete loan agreements, and ensure full understanding of their legal implications and responsibilities.	As required
Support trainee colleagues	Support new volunteers in learning their duties, as coordinated by the Personnel and Volunteer Director.	As required
Undertake ongoing training	Undertake new and refreshment training, including regulatory requirements such as Money Laundering training.	As required
Attend branch meetings	Attend branch meetings to keep informed of any changes within Wyvern, or any new products or services	As required

