

TELLER:**(2 posts)**

	JOB PROFILE
Job Title:	TELLER
Job Reference	TSCCS/T.6/10/2026
Department:	OPERATIONS
Reporting to:	BRANCH MANAGER
Location	TOWER SACCO BRANCH
	JOB PURPOSE
A teller acts as the frontline representative of the SACCO responsible for handling cash transactions, serving members efficiently, and ensuring compliance with SACCO policies and financial procedures. This role is key in maintaining customer satisfaction, accurate record-keeping, and safeguarding the SACCO's funds while delivering excellent customer service	
	JOB DESCRIPTION
➤ Receive and process deposits, withdrawals, and other repayments accurately according to laid-down procedures. ➤ Ensure that all laid-down policies and procedures regarding cash handling, locking away and security of cash are adhered to. ➤ Identify opportunities for migrating customers to more appropriate and cost-effective channels. i.e. Mobile/Internet/ATMS whichever is most suitable. ➤ Responsible for the implementation and adoption within the Branch of all Compliance, Anti-Money Laundering and Sanctions related requirements contained in policies, procedures and processes. This includes the consideration and approval of customers including those that require being subjected to Enhanced Due Diligence for on-boarding and continued business. ➤ Resolve customer complaint and where not in position direct them to the superior. ➤ Seek possible solutions for customer concerns in line with the SACCO's policy and advise. ➤ Provide the customers with the highest quality required services and further take the opportunity to cross sell SACCO products. ➤ Identify and report suspicious transactions to safeguard SACCO funds	
	PREFERRED QUALIFICATIONS
▪ Bachelor's degree in Cooperative/ finance/accounting, or any other related or Diploma in Management/Accounting/finance & Banking or a relevant field or Professional certification as a Certified Credit Professional/Certified Public Accountant. • Minimum relevant experience of 3 years preferably in a reputable financial institution. • KCSE minimum qualifications: (C Plain) with C (plain) in English and Mathematics.	

	PERSON SPECIFICATIONS
• Age above 24 years. • Excellent communication and interpersonal abilities. • High level of integrity and attention to detail. • Ability to Multitask with close attention to details. • Possess good interpersonal skills and sound judgement ▪ Must be a team player ▪ Self-driven and results oriented. ▪ Excellent organization skills	

DISCLAIMER

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

Candidates who will have applied will receive an email informing them whether they will proceed or not to the next recruitment level of being shortlisted /interviewed.