

Job Title: Teller
Department/Location: Operations
Reports To: Head Teller, Teller Supervisor, VP & Cashier

Position Summary: Responsible for providing a broad range of bank services requiring constant contact with customers, while respecting the confidentiality of bank and customer information. Maintaining a high level of knowledge of current bank services and compliance along with staying abreast of new offerings is essential in meeting the needs of the customer. Follow prescribed security procedures for opening and closing of branch. Adheres to procedures in the security manual. Ability to multi-task and prioritize.

Essential Functions:

- 1 Processes customer deposits and/or withdrawals for all savings and deposit accounts.
- 2 Approves and performs check-cashing function within prescribed limits.
- 3 Balances drawer at close of business to determine all transactions were properly executed.
- 4 Processes customers request for stop payments, travelers checks, money orders, and cashiers checks.
- 5 Assists in counting and wrapping coin.
- 6 Answers customer and non-customer inquiries regarding services, transactions, and account specifics.
- 7 Redeems savings bonds.
- 8 Sells cashiers checks, travelers checks, and other bank services.
- 9 Balances ATM, as assigned.
- 10 Accepts and processes customer loan transactions.
- 11 Provides safe deposit box sales and customer access, as assigned.
- 12 Provides dual control in vault access, as assigned.
- 13 Processes night deposits, as assigned.
- 14 Assists with phone reception, new accounts, clerical duties, proof, and all other duties, as assigned by supervisor.

Standards of Performance:

Primary:

- 1 Demonstration of an awareness of customer needs.
- 2 Effective performance of job duties to meet customer needs in a professional manner.

Secondary:

- 1 Development of interpersonal relationships with customers, which encourage openness, candor, and trust.
- 2 A high level of knowledge of the products and services.
- 3 Demonstration of an understanding of the banking industry, including a willingness to continue to learn about the industry.

Influential:

- 1 A favorable working relationship with peers to accomplish goals established by the bank and department.
- 2 Profitability of the overall organization.

Knowledge, Skills, and Abilities: Knowledge of the banking industry; ability to perform basic math operations; ability to manipulate coins, currency, hard copy documents, and necessary equipment; ability to communicate with customers and coworkers in a positive and proactive manner.

Minimum qualifications:

Education: High School Diploma
Experience: One year of related experience preferred.
Specialized knowledge, licenses, etc: None.

Working Conditions: Well-vented, well lighted and temperature-controlled office environment. Noise level is at a minimum. Ability to stand for extended periods of time. Able to lift a minimum of 25 pounds.

Success Factors: Good communication skills and a positive attitude are essential to meet the needs of the customers.