

Position / Title
Department
Salary Grade
Work Schedule

Teller
TBD
4
TBD

Full Time and PT Opportunities

Schedule will include weekdays and Saturday shifts



Under the supervision of the Teller Supervisor and the direction of the Customer Solutions Specialist and Branch Manager, performs a variety of customer service and related duties in a courteous, professional, and ethical manner to provide efficient, accurate service to customers by following Bank policies, procedures and guidelines in order to prevent fraud and the potential for loss. Successfully completes initial and on-going training programs, including on-line courses, to maintain a comprehensive understanding of pertinent topics as the Bank deems necessary from time to time.

Primary Responsibilities

1. Performs any functions necessary, within scope of authority and expertise, to provide stellar customer service and to increase the productivity and profitability of the Bank.
2. Maintains high ethical standards while performing all duties in accordance with the Bank's internal policies and procedures and within prescribed legal, regulatory and compliance guidelines.
3. Organizes workstation daily: inventories cash, requests and verifies cash upon receipt, obtains necessary forms and other supplies, etc.
4. Verifies customer identity and signature and obtains other appropriate information to ensure the validity of each transaction before processing. Accurately and quickly processes customer transactions including deposits, withdrawals, loan payments, night transactions, etc. Cashes checks within limits of established policy; obtains approval and enters appropriate check holds as required. Sells money orders, official bank checks, traveler's checks, and other related products.
5. Maintains a general knowledge of the Bank's consumer and retail products and services. Assesses the financial needs of the customer and recognizes and acts on opportunities to recommend products and services to meet those needs. Routinely displays initiative and progress in meeting individual and branch sales and referral goals.
6. Responds to and resolves customer inquiries; refers unresolved problems or concerns to the Teller Supervisor or Managers for further action.
7. Properly balances daily transactions to cash. Performs related tasks to ensure all work and totals are in balance. Scans checks and files work.
8. Balances the ATM and performs other duties to expedite the daily balancing of the branch.

Other Responsibilities Include

9. May assist customers entering and exiting the safe deposit box area, verifying appropriate information and obtaining signatures as required.
10. Performs a variety of related customer service and/or support functions as assigned including, but not limited to, balancing the coin machine and bagging loose coin, preparing routine correspondence, filing, typing, maintenance of records, etc.
11. Assists Teller Supervisor as requested and may serve as backup to the Teller Supervisor in that person's absence.
12. Operates as a team player, performing other tasks as requested to ensure the timely completion of branch work and special projects.

The above is a description of the ordinary duties of the position. It should be expected that from time-to-time other duties, both related and unrelated to the above, may be assigned and, therefore, required to maintain the bank's service and work standards.

Position Requirements as outlined above and including the following:

- High school diploma or equivalent; minimum of 1 year of prior Teller experience preferred
- Display effective and appropriate communication, customer service, and cross-selling skills
- Must have a friendly, helpful attitude and interact with others in a professional, courteous and ethical manner
- Detail-oriented; possess accurate math ability; process transactions and handle large amounts of cash accurately and promptly
- Experience with Windows-based PC applications; able to use various types of office equipment including, but not limited to, PC, copier, telephone
- Must be able to lift and carry up to 52 lbs.

Supervisory Scope

None

11/2024
POST 11/2024