

Job Description

Teller

Department: Branch Operations

Date: August 7, 2020

Reports to: Branch Manager and/or Branch Operations Supervisor

Summary:

Provides accurate and timely service to our customers that include a variety of cash receipt and payment transactions in accordance with the institution's procedures and regulatory requirements. Answers inquiries and provides information to customers, promotes the bank's products & services when they will benefit the customers or to support marketing initiatives. Services will be offered with the highest consideration given to our service-quality standards, recognizing that quality is the key to retaining and developing strong customer relationships.

This position is accountable to the Branch Manager and/or Branch Operations Supervisor.

Duties and Responsibilities:

1. Operational Excellence

- Process checking and savings deposits: accurately verify cash and endorsements, review proper identification for cash back, and issue receipts
- Cash checks and withdrawals: verify endorsement/signature, review proper identification, and accurately payout cash
- Accept loan payments
- Redeem U.S. savings bonds
- Sell cashiers checks
- Follow established procedures of balancing within the specified time period
- Follow up on any teller outages
- Balance teller drawer daily
- Maintain established requirements for proof errors, customer transaction errors, endorsement errors, and incomplete work
- Minimize losses and maintain overs/shorts for the month within established guidelines
- Process proof work accurately and within time deadlines utilizing branch capture procedures

2. Knowledge

- Must have an understanding of various products and services offered by the bank to answer customer inquiries
- Assist customers and introduce them to new products and services that will meet their financial needs. Make referrals when necessary to meet the financial needs of the customer.
- Attend training on skills related to the job
- Gain knowledge of the bank's products & services including overall operations
- Adheres to all Bank policies and procedures, including but not limited to BSA and AML

3. Quality Service/Teamwork

- Provide an exceptional customer experience
- Provide courteous, accurate, and timely service to internal and external customers
- Follow the core values and standards set by the bank
- Accept responsibilities and look for additional responsibilities when appropriate. Must be able to handle an equal share of the workload

Other duties as assigned

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Minimum high school diploma or equivalency required. One-year previous cash handling and customer service experience required. Candidates must be detailed and good with numbers with the ability to add, subtract, multiply, and divide accurately. Must be computer literate with recent experience in Windows based software programs. Ability to write basic, professional business correspondence and operate a 10-key adding machine is required. Must be able to effectively communicate information to customers. Ability to apply common sense in daily teller transactions and in unusual situations. Must have the ability to learn and use teller system, basic computer functions and calculator.

Work Environment

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is frequently required to sit, walk, bend, lift up to 20 lbs., stand for long periods of time, use hands to operate office machines, and have dexterity to handle money. Must also be able to talk and hear to effectively communicate with customers. Must have ability to move quickly between drive up and lobby teller stations, and process multiple transactions and tasks simultaneously. Good vision is also required for close work and long distances. Must be able to wear a mask while in the workplace in accordance with federal and state requirements. This position does not qualify for telework. May require evening and Saturday hours.