

# **Job Description**

## *Full Service Branch Vault Teller*

**Department: Branch Operations**  
**Reports to: Branch Manager**

**Date: August 18, 2020**

### **Summary:**

Ensure that cash needs of the Branch and ATM(s) are met. Balance and replenish ATM cassettes. Buy and sell money from/to Main Office Vault per prescribed schedule to coincide with armored carrier delivery service. Provide 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. Answer 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 expanding customer relationships.

This position is accountable to the Branch Manager.

### **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
- Accept loan payments
- Redeem U.S. savings bonds
- Sell cashier's checks
- Follow established procedures of balancing within the specified time period
- Follow up on any teller outages
- Balance vault and teller drawer daily in accordance with bank policy, keeping timeliness and accuracy in mind
- Ensure that all outstanding teller exchanges, cash items, holdover and suspense items are cleared within designated time limits
- All shipments to Main Office must be ready to coincide with armored car delivery schedules
- Maintain established requirements for proof errors, customer transaction errors, endorsement errors, and incomplete work
- Handling of all transactions pertaining to cash and cash items including buying and selling cash to tellers
- Minimize losses and maintain overs/shorts for the month within established guidelines
- Order and store supply of postage stamps for branch
- Balance and replenish ATM cassettes
- 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
- Promotes the bank's products & services when they will benefit the customers or to support marketing initiatives.
- Attend training on skills related to the job

### **3. Quality Service/Teamwork**

- Provide an exceptional customer experience through courteous, accurate, and timely service to internal and external customers
- Follow the core values and standards set by the bank
- Offer willingness and cooperation to co-workers in all departments of the bank
- Accept responsibilities and look for additional responsibilities when appropriate
- Assist the Branch Manager with branch operations as needed including but not limited to: training new tellers and miscellaneous operational tasks

*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. Previous banking with cash handling 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. 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. Must be able to stand long periods of time, use hands to operate office machines, must have dexterity to handle money, and be able to lift up to 30 pounds. Must also be able to talk and hear to effectively communicate with customers. Good vision is also required for close work and long distances. The noise level is moderate. This employee may be required to work in confined spaces. Must be able to wear a mask while in the workplace in accordance with federal and state requirements. This job does not qualify for telework.

*Equal Employment Opportunity Employer/M/F/Disability/Veteran*