



## JOB DESCRIPTION

Position Title	Department	Reports to
Senior Teller	Branch	Head Teller
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	07/01/2015

### POSITION SUMMARY

Provides superior and quality customer service. Provides customers efficient and accurate transaction processing. Sells the Bank's products and services. Provides customer referrals for new products and services on a daily basis

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- May be responsible for bank opening/closing.
- Open and Close Vault
- Accepts deposits, verifying cash and endorsements, and issues receipts
- Cashes checks.
- Processes night deposit bags.
- Issues cashier's checks and traveler's checks.
- Accepts loan payments.
- Processes credit card cash advances.
- Balances transactions at end of day and verifies cash totals.
- Runs work through Branch Capture and balances at end of day.
- Admits customers to safe deposit boxes.
- Perform as a team member in allocating and coordinating the work flow.
- Recognize cross-selling opportunities appropriate to customer needs and referring those clients to a customer service representative for follow up.
- Answers customer inquiries and gives balances.
- Makes concentrated effort to solve customer problems.
- Balance ATM daily and replenish ATM cash weekly.
- Prepares commercial change orders.
- May assist Head Teller in training, vault maintenance and scheduling.
- Will be involved in ordering, receiving, verifying, and distributing cash.
- May act in CSR support capacity as required.
- Performs other duties as assigned.

## **MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)**

The minimum required job-related experience needed to demonstrate competence to perform the job is 2 years.

The major problem the incumbent must solve is to balance the conflicting responsibility of conducting error-free transactions while providing excellent customer service in a rapid and efficient manner. This requires a good level of concentration and an ability to be friendly with the customer while maintaining control over each transaction. The incumbent must be able to identify unallocated teller differences.

- High school diploma or equivalent.
- Excellent communication and people skills.
- Cash handling experience with two years prior teller experience.
- Ability to cross sell bank products.

## **COMPLIANCE**

The incumbent has the responsibility to acquire and maintain the required knowledge of State and Federal Banking regulations and policies and those regulations and policies inherent to position requirements, including, but not limited to the Bank Secrecy Act. This is accomplished through the completion of online compliance training courses as assigned by the bank and within the time frame designated.

## **PHYSICAL DEMANDS AND 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 position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- Express or exchange ideas by means of the spoken word.
- Perceive the normal range of sounds with no less than a 40-decibel loss at 500 Hz and 2,000 Hz with or without correction.
- Visually identify and distinguish between various documents and currency with normal range of sight having no less than 20/40 to 20/50 vision with or without corrections.
- Reach and retrieve objects outside of immediate range.
- Stand or support oneself and stay in an upright position.
- Raise substantial objects from lower to a higher position or moving objects horizontally from position to position.
- Pinch or pick and maneuver small objects by whatever means.

The incumbent is not substantially exposed to adverse environmental conditions, but requires sedentary work such as exerting up to 10 pounds of force 5% of the time and a negligible amount of force approximately 90% of the time.

**NOTE**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

***The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.***