

POSITION TITLE: Teller
DEPARTMENT: Retail
REPORTS TO: Head Teller
CLASSIFICATION: Non - Exempt
REVISED: August 5, 2010

SCOPE:

Under the direction of the Head Teller, the teller is responsible for directly servicing customers with the paying and receiving functions of the bank. This will include taking deposits, withdrawals, and transfers for customers. Additionally, the teller may provide other services, such as selling cashiers checks, money orders, cashing bonds and the like.

The teller has primary responsibility is to provide excellent customer service to bank customers who require teller services. The teller will refer customers to other bank departments as appropriate for additional services.

The teller will be responsible for balancing the cash, staying within drawer limits, understanding related compliance regulations related to teller services.

ACCOUNTABILITIES:

1) Teller Responsibilities: 50%

- A: Perform paying and receiving functions for customers. This will include taking deposits, withdrawals, and transfers from customers. Additionally, the teller may sell cashiers's checks, money orders and help customers with additional related services.
- B: Tellers will understand the related laws and compliance regulations that pertain to teller duties. Examples include bank secrecy act, privacy, and funds availability policy.
- C: Tellers will provide a high level of customer service. This includes understanding customer needs, as well as understanding the bank products offered in order to provide the highest level of customer service.

2) Cash Handling: 20%

- A: Must make certain that the cash assigned to the teller balances on a daily basis. Must keep cash secure at all times.
- B: Must keep cash drawer within assigned drawer limits.

3) Sales: 20%

A: The teller will support the overall branch sales effort. Direct sales goals may be established by management for such items as ATM cards, direct deposit, automated banking, or referrals for other bank products.

B: Will be aware of overall bank product offering to be able to refer customers to appropriate departments within the bank for service.

4) Other: 10%

A: As part of the overall bank team, this position may be required to support other departments and functions as requested.

COMPETENCIES:

A. Oral/Written communication:

The ability to express thoughts and ideas in a clear and concise manner, both orally and in written form to a variety of audiences.

B. Attention to Detail:

Regard for important details to assure accuracy in every transaction performed; detect errors; follow through on corrections and details.

C. Professionalism:

Project a positive business image to all internal and external customers.

D. Mathematical Skills:

Possess the ability to perform basic mathematical calculations. Those include the understanding of the relationships of numbers and how to perform calculations for teller work and calculating loan payments.

E. Customer Orientation:

Respond sensitively to the needs and priorities of the customer; recognize and take appropriate action to meet their needs; establish an effective working relationship with customers to gain their respect and loyalty.

EDUCATION:

Prefer a high school graduate with some experience in a related position.

SPECIAL REQUIREMENTS:

This job requires skills needed in a typical office environment. This includes computer skills, communication skills, as well as utilization of office equipment.

Must be able to lift 25 pounds.

Must have the dexterity to count money.