



JOB DESCRIPTION

Title: Teller Supervisor – Kingshighway Branch, Cape Girardeau, Missouri
Reports to: Branch Manager

Summary

Teller supervisors are responsible for the supervision of teller staff and all branch functions associated with processing customer transactions and providing routine bank services. The position requires strong leadership, organizational, and communication skills in order to motivate staff, effectively organize and delegate duties among staff members, and provide a quality customer service experience to every customer or visitor.

Responsibilities

Provide overall supervision for teller staff and branch operations insuring success in the following areas of responsibility:

Sales & Service

- Ensure staff is well trained and a friendly, professional branch environment is maintained.
- Customers and visitors should be acknowledged with a smile and staff members call regular customers by name. Good manners should be observed when speaking on the telephone or communicating with customers at the drive-up window. Staff members should focus on customers and not on internal conversations, phone calls, or other distractions in the presence of a customer, including drive-up customers.
- Ensure staff members have a good working knowledge of bank products and services, listen attentively to customers, provide accurate information, and regularly identify opportunities to help customers with additional products and services, including referrals to other areas of the bank.
- Provide strong support for any sales and service initiatives undertaken by the bank and regularly discuss customer service goals and concerns with staff.

Operations

- Maintain up-to-date checklists of all branch functions, assign specific duties and responsibilities to staff members, and ensure tasks are accurately and efficiently completed, following procedures established by the Senior Branch Operations Specialist. Rotate duties to ensure all staff members are able to perform all tasks. Schedule staff in the most efficient manner, insuring adequate coverage based on customer traffic while not overstaffing.
- Ensure that staff members are familiar with all manuals and reference materials, forms and procedures are up-to-date, and stations are neat and appropriately stocked before opening for business.
- Maintain a strong knowledge of bank products, services, procedures, and regulatory requirements in order to assist staff members with questions and difficult or complex

tasks. Review deposit holds and other infrequent or complex tasks to ensure accuracy prior to providing information to customers or forwarding to other areas of the bank.

- Monitor Daily Cash Balancing information from Customer Service and assist tellers in resolving differences making sure that appropriate offage checklists and procedures are completed and submitted timely. Track offages in the branch general ledger over and short account and maintain the teller offage spreadsheet notifying the Senior Branch Operations Specialist within 2 business days of large or difficult to locate differences. Provide regular offage reports or other requested information to the Branch Operations Specialist.
- Assess branch needs for coin and currency and ensure appropriate levels are ordered or shipped.
- Ensure adequate levels of teller/branch supplies are maintained using vendors and procedures specified by the Senior Branch Operations Specialist or Operations.
- Ensure staff members have appropriate access to all applications needed to perform branch responsibilities and user IDs and passwords are regularly tested to ensure access when needed.
- Monitor performance, provide or arrange additional training for staff members when needed, and maintain a performance file for each employee which includes documentation to assist with performance or disciplinary reviews. Coordinate time card and attendance responsibilities with the branch manager.
- Mentor new hires and staff members with performance challenges. Observe transactions as they are performed or review after the fact to confirm employee understanding. Answer questions and provide feedback to employees based on observations. Follow up regularly with the branch manager to keep them abreast of performance concerns.
- Conduct regular staff meetings to share information, answer questions, provide feedback, or discuss methods to achieve sales, service, operations, and other goals.
- Ensure staff members complete Digital University or other prescribed training monthly.
- Monitor staff interactions with customers and step in when they need help answering questions or dealing with difficult situations.
- Identify exceptions, questionable practices or procedures and communicate concerns to the branch manager and Senior Branch Operations Specialist.
- Foster teamwork with other managers and departments, sharing knowledge and expertise to improve processes and enhance service levels.
- Provide backup for all branch functions filling in as needed.

Security and Compliance

- Ensure that all established security and internal controls are observed by all staff members (including drawer limits and procedures concerning cash counts, bait money, teller offages, dual control, safe time locks and combinations, etc.).
- Monitor and maintain security equipment working with established vendors and the bank security officer.
- Ensure that cash drawer and vault levels are maintained at the lowest level at which the branch can effectively operate.

- Work with the Senior Branch Operations Specialist to resolve branch audit deficiencies, perform internal surprise cash counts of other branches quarterly, and maintain procedural consistency among all Capaha branches.
- Ensure staff members understand security and compliance responsibilities and follow all guidelines and procedures.
- Review Patriot Officer daily for potential Currency Transaction Reports and ensure required reports are worked timely and accurately. Monitor logs for money orders and cashier's checks and make sure information for each monetary instrument sold is properly entered into Patriot Officer. Review reports and make sure OFAC checks are performed timely and properly using Patriot Officer.
- Monitor fraud and other security warnings issued by the bank's security officer or other members of management and make sure branch staff understand and heed alerts.
- Other duties as assigned.

Major responsibility to ensure confidentiality of all sensitive information including customer personal data and to ensure understanding and confidentiality of Bank security procedures

Behavioral Expectations:

- Willing to assist or take on new tasks to help the bank achieve its missions.
- Must be adaptable to industry and customer needs
- Represent the Bank professionally and ethically in all activities related to the position

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Minimum of a high school diploma or GED and 2 years teller experience with an overall performance evaluation of above average
- Knowledge of basic accounting
- Excellent customer service and public relations skills
- Strong leadership, management, coaching, presentation and training skills
- Problem solving skills
- Skilled in computer software applications, including Microsoft Word and Excel
- Experience in using online teller software and bank deposit and central information file applications
- Knowledgeable in the use of the Internet and Intranet in order to obtain resource material and execute work duties
- Position requires the ability to read and comprehend moderately complex instructions, correspondence, and memos; and strong written, interpersonal and oral communication skills.
- The ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals is needed to perform the duties associated with this job.

- Ability to apply common sense understanding to carry out detailed instructions and the ability to deal with problems involving a number of variables is required.

Preferred Qualifications:

- Management experience
- Sales experience

PHYSICAL DEMANDS: 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.

While performing the duties of this job the employee may be required to use hands to finger, handle, or feel; and talk and hear. The employee frequently is required to walk and reach with hands and arms and stand for long periods of time. The employee is required to occasionally sit, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee generally works in an office environment but may occasionally be required to perform job duties outside of the typical office setting. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

BANK SECRECY ACT: Capaha Bank employees are expected to adhere to the bank's Bank Secrecy Act (BSA) policy and procedures. The employee should read and understand the attachment(s) to this job description that explains specific BSA duties and expectations based on the employee's job responsibilities.

TO APPLY: Please submit a resume, at minimum, to hr@capahabank.com or mail to:
Capaha Bank
Attn: Human Resources
PO Box 270
Jackson, MO 63755

This job description may not be all-inclusive. Employees are expected to perform other duties as assigned or directed by management. Job descriptions and duties may be modified when deemed appropriate by management.