



GENESEE REGIONAL BANK JOB POSITION DESCRIPTION

POSITION: Commercial Bank Teller
DEPT./BRANCH: Pittsford Branch
MANAGER: Retail Branch Manager

REVISED: 06/13
JOB GRADE: 2

PRIMARY RESPONSIBILITY:

The Commercial Bank Teller (Personal Banker) is responsible to work with customers daily to meet their banking service expectations. Assist clients, provide product/service information, and identify sales opportunities to enhance client satisfaction.

PRIMARY DUTIES:

- Process any branch transactions, including cash transactions/deposits at work station, opening/closing accounts, processing loans, etc.
- Provide exceptional customer service to all retail banking clients, including commercial, retail, mortgage, and consumer banking customers.
- Maintain high degree of accuracy and ensure compliance in processing new accounts, loan applications, and other banking services.
- Contribute to customer satisfaction by meeting customer product and service requests, resolving customer problems, and developing ideas to improve service.
- Identify and develop qualified leads from existing clientele. Refer business within the bank where appropriate.
- Deepen customer relationships through promotion of GRB products and services. (i.e. deposits, consumer loans, HELOC leads etc.).
- Answer phones and make outbound calls as necessary.
- Provide coverage at other Bank locations as needed.
- Understand and adhere to Bank policies, procedures, controls and regulations.
- Follow procedures and take direction from management.
- Cross train in other departmental duties.
- Active participation in demonstrating the behaviors outlined in the GRB Experience.
- Meet expectations in performance, productivity and quality standards.
- Adhere to attendance policies.
- Other duties as assigned.

SKILLS & OTHER SPECIFICS:

- High School Diploma or equivalent required.
- Minimum 2 years exceptional customer service experience required.
- 1-2 years cash handling experience required.
- Minimum 2 years in sales/service in the financial services or comparable industry preferred.
- General understanding of banking products and services preferred.
- Strong interpersonal skills.
- Demonstrate professional demeanor and appearance.
- Excellent written and verbal communication and listening skills.
- Analytical, problem solving and decision-making abilities.
- Ability to manage multiple priorities.
- Ability to be flexible in work schedule.

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 is regularly required to use hands or fingers, handle, or feel and reach with hands and arms. The employee frequently is required to stand, sit, climb or balance, and talk or hear. The employee regularly is required to walk and stoop, kneel, crouch, crawl, and climb stairs. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance 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. The work environment is indoor and climate controlled. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Genesee Regional Bank is an Equal Opportunity Employer.