

Job Description

Teller

Department: Branch Operations

Date: September 4, 2012

Reports to: Branch Manager or Main Office Teller Supervisor

Summary:

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. Answer inquiries and provide information to customers, cross-sells products & services when appropriate. 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 or Main Office Teller Supervisor.

Duties and Responsibilities:

1. Timeliness

- Process commercial and individual checking and saving deposits, verify cash and endorsements and issue receipts
- Accept loan payments
- Redeem U.S. savings bonds
- Sell cashiers checks
- Follow established procedures of balancing within the specified time period
- Follow up on any teller outages

2. Accuracy

- Balance teller drawer daily
- Maintain established requirements for proof errors, customer transaction errors, endorsement errors, and incomplete work
- Losses incurred will be considered as over/short for that month
- Process proof work accurately and within time deadlines utilizing branch capture procedures

3. Efficiencies/Projects

- Maintain established requirements for referrals and cross-selling
- Promote bank services as opportunities arise and/or refer customer to proper departments

4. Knowledge

- Provide correct and prompt answer to customer inquires
- Must have an understanding of various products and services offered by the bank
- Cross-sell products & services
- Attend training on skills related to the job

5. Customer Service/Teamwork

- Provide 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. Must be able to handle an equal share of the workload

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 high school equivalency required. One year previous cash handling and customer service 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. Must be able to effectively communicate information to customers. 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 10-20 pounds. Must have ability to move quickly between drive up and lobby Teller stations, and process multiple transactions and tasks simultaneously. Good vision is also required for close work and long distances. May require evening and Saturday hours.