

JOB DESCRIPTION

(Date)

POSITION TITLE: Head Teller

REPORTS TO:

I. PRIMARY RESPONSIBILITIES:

Under the direction of the Branch Manager, has the general responsibility, in addition to performing as a commercial and savings teller, to oversee all tellers within the office and to ensure the smooth and orderly operation of the teller line and related functions.

II. ESSENTIAL FUNCTIONS:

Teller Activities:

- a. Oversees all tellers for whom responsible; provides input to and may participate in teller appraisal process.
- b. Schedules all teller personnel in order to maintain proper staffing.
- c. Schedules regular staff meetings for ongoing training.
- d. Ensures that each staff member submits work to proof in a neat and orderly manner and that the teller's daily balance sheet is properly prepared.
- e. Ensures each teller balances every day. Provides assistance to locate any differences. Ensures that all differences are properly initialed and, if required, reported to the Manager or Auditor immediately.
- f. Monitors and controls all "detail responsibilities" generally performed by tellers delegating those duties in a manner which will maximize efficiency of the office.
- g. Ensures that the appearance of the teller area and personnel are neat, organized, and in accordance with Bank policy.

Security Duties:

- a. Ensures that all negotiables and confidential records in the work area are properly secured each day.
- b. Oversees proper dually controlled daily opening of the night depository and the processing of the contents therein.
- c. Conducts regular unannounced audits of all vault and teller cash, maintaining a written signed record of each audit, reporting any exception to the Manager.

Sells and/or refers Bank's products and services to customers and prospects.

III. QUALIFICATIONS AND EXPERIENCE:

Position demands a person who has been an above-average teller with at least two (2) years' experience. Further requirements include the ability to give and accept instruction and the desire to oversee and assist others. Requires twelve (11) to eighteen (18) months training to learn all aspects of position.