



JOB DESCRIPTION

POSITION IDENTIFICATION

Date:

Incumbent:
Functional Title: Teller
Department: Operations
Supervisor:
Subordinates: N/A
Status: Non-Exempt

POSITION SUMMARY

This position is responsible for the accurate and courteous processing of customer transactions on the teller line contributing to favorable customer relations and efficient teller operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Serve customers at a window and process a variety of over-the-counter transactions adhering to bank procedures while providing exceptional customer service.
2. Demonstrate compliance with bank regulations, policies, and procedures pertaining to the teller function.
3. Receive business and consumer checking and savings transactions with the ability to verify check endorsements, count cash, make change, and issue receipts.
4. Accept checks for cash or payment, verify endorsement, availability of funds, and make change.
5. Perform other transactions including but not limited to credit card advances, cashing in savings bonds, and issuing official checks.
6. Resolve customer inquiries as they pertain to the teller function or direct customers to the appropriate departments.
7. Balance teller work daily, maintain established cash level through selling or purchasing cash from the vault. Report, investigate and correct all errors in balancing.
8. Perform all duties on the teller rotation schedule and others that may be assigned from time to time, including but not limited to processing night depository and mail transactions adhering to proper record keeping, ATM balancing, filling, and maintenance, and recording teller totals.
9. Perform other duties and tasks which may be assigned from time to time by supervisor

or Branch President.

SUPERVISORY RESPONSIBILITIES:

N/A

QUALIFICATION REQUIREMENTS: 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.

EDUCATION and/or EXPERIENCE:

High school diploma or general education degree (GED)

CERTIFICATES, LICENSES, REGISTRATIONS:

N/A

OTHER SKILLS and ABILITIES:

Position requires knowledge of banking terminology. Need ability to type, use a computer, calculator, fax, printer, and copier. Customer service skills with ability to communicate orally.

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 stand, use hands to finger, handle, or feel, reach with hands and arms, and talk or hear. The employee frequently is required to walk. The employee is occasionally required to sit, climb, balance, stoop, kneel, crouch, or crawl.

The employee must regularly lift and/or move up to 15 pounds and occasionally lift and/or move up to 25 pounds. Specific vision requirements 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 noise level in the work environment is usually moderate.