

JOB DESCRIPTION

Job Title: Bank Teller Exempt Non-Exempt
 Full Time Part Time
Days: M-F Hours: Varies by Need

Department: Banking Services Job Code: _____
Shift: 1st 2nd 3rd

Reports To: Head Teller, Assistant Branch
Manager

Approved By: _____ Date: _____

Job Summary/Scope:

The Bank Teller provides service to bank customers by conducting appropriate transactions and meeting the needs of customers by referring them to appropriate departments in the bank.

Duties and Responsibilities:

- Supervisory Responsibilities: This job has no supervisory responsibilities.
- Receive checking and savings deposits: verify cash and endorsements, receive proper identification for cash back, and issue receipts of deposit
- Examine checks deposited and determine proper funds availability based on regulation requirements and complete Hold Notices
- Process savings withdrawals
- Cash checks: verify endorsement, receive proper identification, and ensure validity
- Identify counterfeit currency
- Answer basic customer inquiries regarding interest rates, service charges, and account histories while complying with disclosure requirements, regulations and consumer privacy policies
- Cross-sell bank products and services
- Refer customers to the proper department for issues that cannot be resolved at the teller line
- Count and roll loose coins; issue personal money orders and cashier's checks
- Accept loan payments: verify payment amount and issue receipts

- Buy and sell currency from the vault as necessary, ensuring that teller drawer cash limits are not exceeded
- Ensure teller station is properly supplied
- Receive FICA payments: verify deposit coupons are properly completed and checks are made payable to the “Bank”
- Balance and update savings passbooks, and close accounts when requested
- Follow procedures for removing accounts for dormancy
- Balance drawer daily, including periodic batching of cashed checks
- Process cash advances, redeem U.S. Savings Bonds
- Maintain appropriate currency logs
- Performs special projects and other duties as assigned.

Essential Job Specifications/Qualifications:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and demonstrate the following competencies. The requirements listed below are representative of the knowledge, skill and/or ability required.
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events
- Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time
- Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals
- Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue ; Conserves organizational resources

- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service ; Responds to requests for service and assistance; Meets commitments
- Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.; Completes tasks on time or notifies appropriate person with an alternate plan
- Design - Generates creative solutions; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail
- Diversity - Shows respect and sensitivity for cultural differences
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values
Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things
- Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed
- Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions
- Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness

- Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity
- Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments
- Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly
- Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions ; Uses equipment and materials properly
- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team

spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed

- Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information
- Requires the ability to regularly report to work on the days and times scheduled.

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

Education and/or Experience:

- High school diploma or GED required
- Cash handling or sales experience preferred
- Prior Customer Service experience
- Excellent customer service skills; ability to work in fast paced environment, under pressure and able to cross sell bank products
- The ability to prioritize and make on-the-spot decisions regarding customer transactions, weighing customer satisfaction issues with Bank exposure to loss or fraud.
- High degree of accuracy
- Strong communication and organizational skills
- Knowledge of various federal regulations including Bank Secrecy Act, Community Reinvestment Act, Americans with Disabilities Act, Right to Financial Privacy Act, Gramm-Leach-Bliley Act, Regulation E and teller roles and responsibilities relating to each act.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations
- To perform this job successfully, an individual should have knowledge of Database software; Inventory software; Spreadsheet software and Word Processing software

- While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand and walk. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Must be able to travel if necessary

Certificates, Licenses, Registrations:

- Drivers' License, High School Diploma or GED Equivalency

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by the incumbent in the position. They are not intended to be an exhaustive list of all responsibilities, duties and skills of personnel so classified.