



US METRO BANK

JOB DESCRIPTION

POSITION: Teller

DEPARTMENT: Branch Operations

REPORTS TO: Operations Officer

EXEMPTION STATUS: Non-Exempt

SUPERVISES: None

MAJOR DUTIES AND RESPONSIBILITIES

- Receives checking and savings deposits; verify cash and endorsements; provide cash back and issue receipts of deposit.
- Examines checks deposited and determine proper funds availability based on Regulation CC and complete Hold Notices, if necessary.
- Issue and complete stop payment requests.
- 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.
- Refer customers to the proper department for issues that cannot be resolved at the teller line.
- Issue Cashiers' Checks and Money Orders.
- Accepts loan payments, verifies payment amount and issue receipts.
- Buy and sell currency from the Vault Teller as necessary, ensuring that the teller drawer cash limits are not exceeded.
- Ensures teller station is properly supplied.
- Balance drawer daily, including periodic batching of cashed checks.
- Redeem US Savings Bonds.
- Maintain appropriate currency transaction logs.
- Follow all Bank policies and procedures.
- Process mail, night drop and armored transport deposits in dual custody.
- Scan daily work at the end of the day.
- Perform other duties and projects as required by management.

Qualifications

- High School diploma or equivalent.
- Cash handling or sales experience.
- Customer service experience.