



POSITION TITLE: Teller
CORPORATE TITLE: Non-Officer
DEPARTMENT: Branch
REPORTS TO: Operations Officer

POSITION OVERVIEW

The Teller provides service to Bank customers by conducting appropriate transactions and providing excellent customer service.

POSITION RESPONSIBILITIES

- Receives commercial and individual deposits, verifies cash and endorsements, and issues receipts
- Processes mail deposits under dual custody
- Accepts checks/withdrawals slips for cashing or paying; verifies endorsement, validity of funds, and makes changes; may refer transactions to a vault/merchant teller or supervisor for more large or unusual transactions
- Issues travelers' checks, official checks
- Receives payments on loans
- Counts, prepare, and packages currency and coin; balances his/her cash and prepares teller sheets
- Handles customer inquiries or problems; if needed, may refer the inquiry or problem to a supervisor
- Identify customers' needs for financial services and offer solutions that will benefit them
- Process branch capture transactions
- Compliant with bank regulations
- Knowledge of bank products/services
- Comply fully with all Bank policies and procedures as well as all regulatory requirements (e.g. Bank Secrecy Act, Anti Money Laundering, Code of Conduct, and etc.). Must complete all required training

SKILLS / QUALIFICATIONS

- Ability to deal effectively and tactfully with all types of customers
- Proficiency in basic computer skills
- Strong interpersonal and communication skills

EDUCATION / EXPERIENCE

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

The salary range for this full-time position is \$17-\$19/per hour

Salary ranges are determined based on qualifications, level, and location. Exact compensation may vary based on your skills and experience.