



TELLER

JOB DESCRIPTION

General Summary

The Teller position is responsible for processing all bank transactions and performance of teller functions in both the Lobby and Drive-Thru environments. A person in this position should operate efficiently with a high level of customer service.

Essential Duties/Responsibilities

- Maintaining and balancing a cash drawer throughout the day
- Assist customers with accessing Safe Deposit Boxes
- Responsible for balancing and maintaining the ATM machines
- Delivers high quality customer service to all customers and fellow employees. Tellers will be the main face of the bank, so they will be approached to handle all types of customer questions and problems.

Other Duties/Responsibilities

- Follow your scheduled work hours. Make sure all equipment is up and running and you are ready to greet your first customer before the bank opens.
- Assist in balancing the vault cash and/or other teller drawers when needed.
- Understanding the Bank's security system and procedures.
- Maintain knowledge of current trends and developments in teller operations and bank products by completing in-house training, reading appropriate newsletters, viewing training videos and attending related seminars.
- Willing to step in to assist other departments as needed/assigned.
- Being able to work closely and in conjunction with the other members of your department and throughout the bank, to help meet our customer's needs.
- Willing to represent the Bank in the community and other outside activities.

Job Qualifications – Knowledge, Abilities, Skills

- Knowledge of all teller equipment, software, processes and procedures.
- Knowledge of other bank and office equipment, hardware, and software.
- Ability to stay organized and communicate effectively and courteously in a secure and sometimes high-speed environment.
- Ability to stand for long periods of time and lift/carry up to 20 pounds.

REPORTING RELATIONSHIPS

Reports to Supervisor