TELLER – Norton Branch

JOB DESCRIPTION

General Summary

The Teller position is a nonexempt position 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.
- Maintaining and balancing the branch bank's vault cash records, including the distribution of cash to and from the branch banks and tellers.
- Gives full service on customer accounts, including but not limited to cashing checks, processing deposits and change orders, accepting loan payments, processing night depository bags/envelopes.
- Assist customers with accessing Safe Deposit Boxes.
- Responsible for shredding the bank's shred documents daily.
- Responsible for monthly audits, i.e. note (loan) balancing and Bank Official checks audit.
- 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.
- 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.
- Knowledge of FSB's Culture and strives for Bank success every day.

REPORTING RELATIONSHIPS

Reports to Supervisor