



JOB DESCRIPTION

JOB TITLE:	Teller	JOB GRADE:		FLSA:	Non-Exempt
BRANCH/ DEPT:	Branch	REPORTS TO:	Office or Branch Manager	REV. DATE:	10/19/06

SUMMARY:

Under general supervision and in compliance with established policies and procedures, provides a variety of basic banking service functions such as processing checks and savings account transactions; loan transactions; cashing checks; selling money orders, certified cashiers and traveler's checks; cross-selling services; balancing each day's transactions and verifying cash totals.

REQUIREMENTS:

- High School diploma or GED plus a minimum of 6 months experience as a Teller. Prior experience in a cash handling and customer service position will also be considered.
- Ability to effectively utilize a personal computer and other standard office equipment.
- Ability to effectively communicate orally and in writing.
- Ability to perform basic math problems.
- Must maintain a friendly, courteous and professional demeanor.
- Must complete teller training and computer classes.



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PRINCIPLE ACCOUNTABILITIES:

- Provides the following “paying and receiving” services to customers and other Branch staff according to Bank Policies and Procedures:
 - Processes deposits (i.e., DDA, Savings, commercial, Bankcard merchants, food stamps, bond coupons). Processes night deposit bags and envelopes received from night depository and other credits (i.e., General Ledger, etc.).
 - Cashes checks and travelers checks. Processes withdrawal and Bankcard advances and other debits (i.e., General Ledger, etc.). Redeems U.S. Savings Bonds.
 - Processes payments (i.e., Bankcard, Checking Reserve, Equity Reserve, Simple Interest Loans, Treasury Tax Payments and Safe Deposit Box Payments).
- Performs other customer service activities (i.e., sells; processes official checks as approved; closes checking and savings accounts as directed; processes check re-orders and stop payment orders; answers routine questions and telephone calls concerning Bank services; assists customers with questions/problems on accounts; promotes Bank services all in a professional manner.).
- Insures adequate control over Bank’s assets by recording all transactions according to established procedures (i.e., receives, verifies and re-straps currency from vault, prepares currency for transfer to vault, reports cash transactions greater than \$10,000, maintains authorized currency levels and controls, and balances daily.
- Completes and maintains all assigned records and reports in a current, accurate and confidential manner.
- Complies with Security policies and procedures.
- Approves checks as authorized and seeks prior approval for all cashed checks in excess of approval limit.
- Provides quality on the job training to new Tellers.
- Provide superior level of customer service.
- Provide information and guidance to customers regarding products and services.



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- Identify customer needs/opportunities and make appropriate referrals to achieve Branch goals as assigned from time to time.
- Master all assigned Branch operations through training and self-study.
- Adhere to all Bank Policies and Procedures relevant to the teller function as more fully described within the Bank's Operations and Procedures Manual.
- Consistently exceed the Bank's Performance Standards as more fully described in the attachment, incorporated herein by reference.
- Performs other related duties as assigned (i.e., processes address changes for customers, foreign currency and checks sent for collection, safe deposit box rent payments and refunds, sells travelers checks, orders supplies as needed, prepares mail, completes daily reports, balances and services ATM and provides customer access to their safe deposit boxes, pays bills, etc.).
- Performs various administrative duties as assigned (i.e., processes cash items daily, collects cash items as necessary, completes daily reports, complete request for charge-off of cash items. Completes internal controls as assigned. Prepares monthly Security Report. Processes NSF items. Assists customers with requests to replace and add a Night Deposit Bag. Performs vault teller duties.).
- Assists other Branch Staff as directed.

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

Affirmative Action/Equal Opportunity Employer