

JOB TITLE: Teller

GENERAL SUMMARY

Tellers function independently and professionally with customers and are expected to follow all established policies and procedures to minimize banks' exposure to risk. Tellers provide a variety of front-line customer service functions and most importantly must be able to perform the job with a friendly, positive attitude even in stressful situations. Tellers are the front-line contact with customers and must represent the bank favorably to the customers and community. Tellers must be highly dependable--attendance is critical to this position.

ESSENTIAL JOB FUNCTIONS

- Greets customers as they enter the bank and serves the customer in a courteous, professional manner. Provides prompt, efficient, and accurate service.
- Performs customer transactions including but not limited to; deposits, withdrawals, loan payments, sale of money orders, credit card cash advances, etc.
- Keeps cash drawer stocked adequately but under drawer limits. Keeps excess currency strapped and coin rolled.
- Balances teller drawer daily and reports all outages.
- Seeks out opportunities to help customers with banking needs and offers solutions. This may include: recommending a particular product or an assisted referral to another department.

MINIMUM REQUIREMENTS

The following are required to enable job holders to perform the essential functions of the job.

- Experience using personal computer with common software applications
- Basic math skills, excellent interpersonal skills, legible handwriting, good verbal and written communication skills,

EXPERIENCE/EDUCATION

High school diploma or equivalent with prior experience servicing customers. Prior cash handling and banking experience preferred.

ENVIRONMENT

Required to stand for long periods of time and work at a high counter.