



TELLER/CUSTOMER SERVICE REP

DEPARTMENT: Retail Banking
REPORTS TO: Market President
SUPERVISES:
CLASSIFICATION: Non-Exempt
LAST REVISED: August 2015

POSITION SUMMARY: Provide exceptional high quality customer service while performing teller functions accurately and timely following bank set procedures. Identify opportunities for recommending bank products and services to new and existing customers. Provide assistance in other areas in addition to Teller duties.

PRIMARY RESPONSIBILITIES AND ACCOUNTABILITIES: (90%)

1. Provide exceptional customer service representing the bank in a courteous, professional, and friendly manner.
2. Receive and process customer deposits/withdrawals and issue receipts through the teller machine following bank procedures.
3. Cash checks, money orders and cashiers checks
4. Maintain sufficient cash drawer funds to provide timely customer service and balance the drawer and day's transactions according to policies.
5. Recommend bank products and services to new or existing customers to best meet their needs.
6. Open and close deposit accounts as needed.
7. Process Debit/ATM cards including opening and closing and handling customer questions.
8. Process night deposit bags and envelopes.
9. Reconcile and balance daily transactions through proof system.
10. Assist customers with account maintenance as needed, i.e. – address changes, debit card maintenance, check orders, etc.
11. Assist with ATM filling and balancing.
12. Allow access to safety deposit boxes as needed.
13. Sell bank and personal money orders.
14. Be on the alert for stop payments, kiting suspects, and check alerts.
15. Process credit card cash advances for deposit or withdrawal.

SECONDARY RESPONSIBILITIES AND ACCOUNTABILITIES: (10%)

- Attend to reception area in the absence of attendant.
- Maintain bank money orders issued received.
- Provide assistance if needed for accounts payable, loan maintenance, account monitoring, and other areas if needed.

- Participate in Retail meetings
- Adhere to compliance procedures and participate in required training.
- Other duties as may be assigned

TEAM/COMMITTEE ASSIGNMENTS:

- TBD

ROLE QUALIFICATIONS:

Education

- High School Diploma or the equivalent

Experience

- Prefer customer service and/or retail cashier experience.

Other Skills and Abilities

- Strong communication skills
- Customer service focused
- Maintain confidentiality of customer information
- Resourceful, well organized and ability to multitask
- Effective problem-solving and decision-making skills
- Strong attention to detail
- Strong ethical focus

PERFORMANCE MEASURES:

- Meets or exceeds annual goals as pre-established by immediate supervisor
- Compliance with regulatory requirements
- Meets all sales and growth goals.
- Balances efficiently and accurately, with quarterly offages less than 3.
- Achieves a minimum of 3 referrals quarterly.

WORKING CONDITIONS:

- Work is performed largely within the Bank with limited chance for personal injury. Prolonged and frequent mental and visual concentration required. Periodic stressful situations in response to multiple priorities within established deadlines. Work hours are generally during normal business hours. Unscheduled evening and weekend work may be needed to meet the needs of customers and employees. Occasional out-of-town and overnight business travel may be required. Work on some Saturdays will be required. Must be able to lift and move up to 20 pounds of office supplies and equipment. Some bending, turning, and twisting required.

GENERAL NOTICE:

This position description describes the general nature and level of work performed by the employee assigned to this position and should not be interpreted as all inclusive. It does not state or imply that these are the only duties and responsibilities assigned to the position. The employee may be required to perform other job-related duties. All requirements are subject to change and to possible modification to reasonably accommodate individuals with a disability.

This position description does not constitute an employment agreement between the Bank and employee and is subject to change by the employer as the needs of the Bank and requirements of the position change.