**Position Title:** Teller

**Department:** Operations

**Reports To:** Assistant VP

**FLSA Status:** Non-Exempt

**Created BY:** Human Resource Department

**Date: September 16, 2022**

TELLER JOB DESCRIPTION

**l/ General Purpose**

* Keep records of money and negotiable instruments involved in a financial institution's various transactions using computer program and following required procedures and policies.
* Administer Banks Mission Statement.

**II/ Essential Duties/ Responsibilities**

* Regular attendance and prompt punctuality to work.
* Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
* Balance currency, coin, and checks in teller cash drawers, ATMs, coin machine and vault daily. Calculate daily transactions using computers, calculators, or adding machines.
* Examine checks for endorsements and to verify other information such as; dates, bank names, identification of the persons receiving payments and the legality of the documents.
* Cash checks and pay out money after verifying that signatures are correct, that written and numerical amounts agree, and that accounts have sufficient funds.
* Explain, promote, or sell products or services such as, money orders, and cashier's checks, using computerized information about customers to tailor recommendations.
* Prepare and verify cashier's checks and money orders.
* Gather information on customer to complete the money instrument log and/or work with persons file on computerized information system.
* Understand the Teller Capture system: scan and capture items, proof each transaction, upload transactions to host.
* Learn and become familiar with bank transaction codes used.
* Verify remote deposits, provide assistance with debit cards, online banking support, bill pay support, and taking wire information.

**lll/ Other Duties/ Responsibilities**

* Issuing Buck-a-roo Account Birthday Cards
* Stock inventory for teller line

**IV/ Knowledge, Skills, and Ability:**

* Mathematics - Using mathematics to solve balancing issues and helping customers with banking questions.
* Service Oriented - Actively looking for ways to help people.
* Problem Solving - The ability to recognize issues and find solutions to solve the problem.
* Answer phone and assist the customer in all areas of the bank.

**V/ Experience &Education:**

* High School Diploma (or GED or High School Equivalence Certificate).
* Previous on the job experience will be considered.
* Familiarity with personal computer keyboarding or typing ability preferred.

**Physical Requirements:**

* **While performing the duties of this job, the employee is regularly required to stand, walk, sit, and reach with arms.**
* Ability to carry up to 25 pounds to handle cash drawer and boxes or bags of coin.
* Dexterity to count coin and paper currency quickly and accurately.

**Please Note:** This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Duties, responsibilities or qualifications may change at any time with or without notice.

**TELLER POSITION SUMMARY**

Customer Service - Service customers in person, or phone, or mail- in, and night drop entries

Observation of the Lobby/ Security

Watching for counterfeit Money/ Fraudulent checks

Night Drop

Balance Coin Machine

Roll Coin

Sell Coin Products

Balance Credit Card Machine

Sell Cahiers checks / Money orders

Process Return Mail Complete CBA

Cash Advances

Redeem Bonds

Balance Vault

Federal Reserve Shipment/ Account for shipment and put money away

ATM-Balancing, Filling, Maintaining, Fixing bill jams

Answer Phone Calls

Verify CTR

Clean Money

Keeping Teller Drawers Clean / Mutilated Money

Holds on Checks

Shredding private information

Create Envelopes/ Apply postage

Maintain Buck-A-Roo accounts/ Birthday Parties/ Birthday Cards

Clean Scanner Machine

Safe Deposit Access

Direct Customers to the Correct Departments

Sell Coins in the Security Case

Remote deposit verification

Reset Online Banking passwords

Reset pin for debit cards

**BACK UP/ OTHER DEPARTMENTS/ OTHER RESPONSIBILITIES**

Teller Meetings

Basic Essential Meetings

ICBA Training

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_