Head Teller

Position Description

This position is responsible for providing outstanding customer service while processing transactions and answering customer inquiries. Additionally, responsible for overseeing vault cash and balancing, embracing/promoting a "needs based sales culture", adhering to/enforcing bank policies/procedures, and acting as role model/coach to all Tellers.

Position Accountabilities

- Perform a variety of customer transactions and inquiries in accordance with the bank's customer service standards and policies/procedures (i.e. handling deposits, check cashing, loan payments, account holds, telephone/fax inquiries, account research/statement copy requests, stop payments).
- Support accomplishment of branch sales goals by identifying customer needs and promoting/selling the bank's products/services; including, but not limited to, cross selling products/services to expand customer relationships, promoting the bank through community involvement, inspiring/energizing tellers to meet individual sales goals, and referring business to other branch teammates and business partners.
- Adhere to and enforce the Retail Service Quality Standards, including, but not limited to, compliance with the bank's dress code and ensuring teller stations are neat and orderly.
- Plan and estimate the cash requirements of the branch, maintains/balances vault cash, monitors teller/vault cash levels to ensure adherence to established cash limits.
- Responsible for staff development activities by providing guidance, on-the-job training, and feedback (just-in-time coaching) to tellers on an as-needed basis.
- Responsible for collaborating with branch management in regards to performance management activities (i.e. performance reviews, focused coaching, disciplinary action) for all Tellers.
- Adheres to and ensures adherence to cash handling, balancing, and work quality standards as outlined in the Cash Handling, Over/Short, and Teller Accuracy policies.
- Assist branch management to ensure satisfactory audit ratings are achieved at the branch level; including, but not limited to, responsibility for completing portions of the branch's Monthly Internal Control Report (MICR) and creating documentation specific to other operating policies/procedures
- Maintain knowledge of the bank's products/services, pricing, and the bank's customer relationship management software (Anchor).
- Complete all assigned training courses in a timely manner and embraces cross training on other responsibilities (i.e. customer service platform functions).
- May support other branches/positions during peak periods and prepare teller work schedules to ensure adequate coverage.
- Perform other such duties as assigned.
- Maintain compliance with and adhere to all state and federal regulations and bank policies and procedures, including, but not limited to Bank Secrecy Act, FACT ACT, Community Reinvestment Act, and EEO/AA/Fair Employment Practices.

Organizational Relationship

This position reports to the Branch Manager.

Position Qualifications

Education & Experience

- High school diploma or equivalent work experience
- One to two years cash handling, sales, and customer service experience preferred

Knowledge & Skills

- Demonstrated ability to effectively mentor, train, and inspire team members to excel
- Proven ability to recognize and respond to sales opportunities
- Ability to successfully complete in-house Head Teller training or other approved training program

Head Teller

- Demonstrated skills in the following categories:
  - Cash handling and transaction accuracy
  - Communication (verbal, nonverbal, written)
  - Customer service to include customer confidentiality
  - Computer to include industry related software and Microsoft Windows based applications
- Ability to work all branch hours, including weekends and evenings required
- Excellent written and oral communication skills
- Excellent computer skills relevant to Microsoft Office Suites (i.e. Word, Excel, Outlook)

Position Administration – HR Only

Job Code: 005-05
Grade: 05
Range: $25,294.19 to $37,941.29
FLSA: Non-Exempt