



Teller

Department: Retail

Job Code: 006-04

Reports to: Branch Manager

FLSA: Hourly/Non-Exempt

Grade 4; Range \$23,045.28 to \$33,414.86

Supervises: None

Revised: 01/07/14 KCS

SUMMARY

Responsible for providing outstanding customer service while processing transactions and answering customer inquiries, as well as identifying qualified referrals and complying with regulations, policies, and procedures.

MINIMUM REQUIREMENTS FOR POSITION:

- High school diploma or equivalent work experience
 - Previous cash handling/customer service experience in a retail environment preferred
 - Ability to successfully complete in-house teller training program or other approved training program
 - Ability to work all branch hours, including weekends, and evenings required
 - Demonstrated skills in the following categories:
 - Customer Service to include customer confidentiality
 - Communication (verbal, nonverbal, written)
 - Well organized and attentive to details
 - Basic computer skills
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PRIMARY ACTIVITIES AND RESPONSIBILITIES:

- Performs 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).
- Supports 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, and referring business to other branch teammates and business partners.
- Adheres to the Retail's Service Quality Standards, including, but not limited to, compliance with the bank's dress code and ensuring the teller station is neat and orderly.
- Adheres to cash handling, balancing, and work quality standards as outlined in the Cash Handling, Over/Short, and Teller Accuracy policies.
- Adhere to established teller cash limits and other security controls (i.e. opening/closing policies).
- Maintains knowledge of the bank's products/services, pricing, and the bank's customer relationship management software (STAR).
- Completes all assigned training courses in a timely manner and embraces cross training on other responsibilities (i.e. customer service platform functions).
- May assist with ATM and night depository responsibilities, including but not limited to, opening, replenishing, or balancing the branch's ATM
- May support other branches/positions during peak periods.
- May provide assistance to Head Teller, Assistant Branch Manager, or Branch Manager 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

- Responsible for adhering to and complying with all Bank policies and procedures, all applicable federal and state laws and regulatory guidance governing financial institutions, including, but not limited to, Federal Deposit Insurance Improvement Act (FDICIA), FACT Act, Bank Secrecy Act and Regulation CC.
- Other such duties may be assigned as needed.