

Job title	<i>Teller</i>
Reports to	<i>Client Services Manager</i>

Job purpose

The teller receives and pays out money, as well as accurately keeps records of money and negotiable instruments involved in a financial institution's various transactions. The teller meets the needs of customers by providing quality service.

Duties and responsibilities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Receive checking and savings deposits: verify cash and endorsements, receive proper identification for cash back and issue receipts of deposit.
- Process transactions through back counter capture.
- Examine checks deposited and determine proper funds availability based on regulation requirements and complete hold notices.
- Process savings withdrawals. Cash checks: verify endorsement, receive proper identification and ensure validity.
- Identify counterfeit currency.
- Answer basic customer inquiries regarding interest rates, service charges and account histories while complying with disclosure requirements, regulations and consumer privacy policies.
- Cross-sell bank products and services.
- Refer customers to the proper department for issues that cannot be resolved at the teller line.
- Count and roll loose coins.
- Accept loan payments: verify payment amount and issue receipts.
- Buy and sell currency from the vault as necessary, ensuring that teller drawer cash limits are not exceeded.
- Ensure teller station is properly supplied.
- Balance and update savings passbooks and close accounts when requested.
- Follow procedures for removing accounts for dormancy.
- Balance drawer, including periodic batching of cashed checks based on bank policy.
- Maintain appropriate logs per policy.
- Follow all bank policies and procedures.
- Provide a positive customer service experience on a regular basis.
- Complete annual required regulation training and other periodic system training.

Qualifications

Qualifications include:

- High school diploma or equivalent
- Customer service experience
- Previous cash handling experience preferred

Working conditions

This is a full-time position. Days and hours of work vary by branch.

This job operates in a clerical office setting, and routinely uses standard office equipment such as computers, phones, photocopiers, scanners, currency counters, filing cabinets, and fax machines.

Physical requirements

This position requires manual dexterity, the ability to lift files, coin boxes and open filing cabinets. This position requires bending, stooping or standing as necessary.

Approved by:	
Date approved:	
Reviewed:	<i>April 12, 2019</i>

