

Position Description

Position Title Teller I

Position No. NE-02

Division Retail Services

Effective Date May 1, 2008

Department Branch Office

Current Revision August 3, 2015

Unit N/A

Approvals GW

Position Reporting Relationships

May be Supervised by: Head Teller or Customer Service Specialist

Supervises: None

Basic Qualifications

Education/Training: A high school diploma or equivalent with an emphasis in a business or accounting curriculum.

Skill(s): Moderate reading, writing, and grammar skills; proficient analytical and mathematics skills; proficient communicative and interpersonal relations skills; proficient eye-hand coordination; ability to operate various office machines; ability to lift approximately twenty (20) lbs. of coin; visual and auditory skills.

Experience: None required.

General Responsibilities

Responsible for performing a variety of duties to support the paying and receiving function of the branch office; identifying and acting on referral opportunities; coordinating work within the department, as well as with other departments; reporting pertinent information to the immediate supervisor; responding to inquiries or requests for information.

Essential Duties

1. Maintains an approved level of cash, i.e., orders supply of cash to meet daily needs, counts incoming cash and prepares cash for shipment; turns in excess and mutilated cash; represents our "front-line" commitment to meeting customers' needs with our products and services and translating this commitment into sales opportunities.
2. Performs a variety of duties to support the paying and receiving function of the assigned branch office of which the following are illustrative:
 - a. Accepts deposits of various account types.
 - b. Cashes checks within approved authority and operating policy; verifies signature(s) and checks customer balances.
 - c. Sells Cashiers Checks, Travelers Checks, EE Bonds, I Bonds, etc.
 - d. Accepts loan payments, and other related payments.
 - e. Processes night deposits and mail deposits.
 - f. Greets and serves customers in a friendly and courteous manner.
 - g. Maintains an awareness of new business opportunities with customers; actively refers customers to appropriate customer service personnel.
 - h. Receives and pays out money; maintains records of money and negotiable instruments involved in various Bank transactions.
 - i. Prepares daily settlement and proof of cash transactions; balances cash drawer accurately and efficiently on a daily basis, insuring cash is kept within cash limits as established by Bank policy.
 - j. Prepares daily work for delivery to the deposit services area.
 - k. Prepares reports relating to the function, e.g., currency transaction, BSA reports, etc.
 - l. Places hold on accounts for uncollected funds.
 - m. Counts, proves, and packages currency and coin.

- n. Accepts bonds, drafts, checks, coupons and other negotiable instruments for collection, exchange, and distribution of payment.
 - o. Maintains supplies and an awareness of supply inventory control.
3. Coordinates specific work tasks with other personnel within the department as well as with other departments in order to ensure the smooth and efficient flow of information.
 4. Abides by the current laws and organizational policies and procedures designed and implemented to promote an environment which is free of sexual harassment and other forms of illegal discriminatory behavior in the work place.
 5. Cooperates with, participates in, and supports the adherence to all internal policies, procedures, and practices in support of risk management and overall safety and soundness and the Bank's compliance with all regulatory requirements, e.g. Community Reinvestment Act (CRA), Bank Secrecy Act (BSA), Equal Credit Opportunity Act, etc.
 6. Reports pertinent information to the immediate supervisor as requested, or according to an established schedule; compiles information as necessary or as directed and provides data to appropriate Bank personnel.
 7. Responds to inquiries relating to his/her particular area, or to requests from customers, other Bank personnel, etc., within given time frames and within established policy.

Ancillary Duties

1. Performs tasks which are supportive in nature to the essential functions of the job, but which may be altered or re-designed depending upon individual circumstances.

Position Location

New Tripoli Branch

Equipment/Machines

1. Telephone
2. Calculator
3. Copy machine
4. PC
5. Coin machine
6. Currency scanner
7. Combination lock
8. Check cutter
9. Fax machine
10. Printer
11. Security equipment
12. Accubanker
13. Quick Capture
14. Cash Advance