



Position Description

Teller

Job Title:	Teller	Department:	Customer Service
Reports To:	Branch Manager/Head Teller	FLSA Classification:	Hourly
Hours:	Monday – Friday; 40 hours/week		

Position Summary:

The role of Teller is responsible for carrying out all duties in alignment with the company's core values, encompassing the provision of outstanding customer service through efficient and precise transaction processing, among other responsibilities.

Essential duties are not intended to be an exhaustive list of all responsibilities, duties, and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it. The omission of specific statements or duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of this job.

Bank of St. Francisville is committed to providing equal employment opportunities. We will not discriminate against employees or applicants for employment on any legally recognized basis including, but not limited to, veteran status, race, color, religion, sex, marital status, national origin, physical or mental disability, age, political affiliation, or any other category protected by federal, state, or local law or ordinance.

Duties/Responsibilities:

- Process retail and commercial deposits, as well as loan payments, and conduct withdrawals from checking and savings accounts.
- Maintain an adequate supply of cash in the drawer at all times, including buying and selling currency from the vault as needed. - Reconcile cash drawer in accordance with the Bank's procedures.
- Address customer inquiries and refer them to the appropriate service area for unresolved issues at the teller line.
- Provide additional products such as Official Checks and Money Orders.
- Uphold the highest level of confidentiality regarding all customer information.
- Actively promote the Bank's products and services.
- Document and process deposits left in the night depository.
- Aid in reconciling cash in the automated teller machine (ATM), vault, and coin counter.
- Adhere to the Bank's branch opening and closing procedures.
- Represent the Bank in a manner that fosters and expands positive relations with customers, potential customers, and co-workers.
- Collaborate as a team member in allocating and coordinating the workflow.
- Contribute to the achievement of branch and company objectives and goals.
- Adhere to all company policies, procedures, and regulations.



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Competencies:

- Exceptional customer service skills, including attentiveness, information retention, tact, and diplomacy when interacting with both customers and colleagues.
- Proficiency in mathematics.
- Strong communication and organizational abilities.
- Detail-oriented with a high degree of accuracy.
- Proficient in using computers, telephones, 10-key calculators, and other office equipment.
- Ability to thrive in a fast-paced environment and work effectively under pressure when required.
- Capacity to make well-informed decisions, including on-the-spot judgments regarding customer transactions, balancing customer satisfaction with the Bank's risk exposure to loss or fraud, and the ability to logically reason through decisions.
- The role necessitates a perceptive individual capable of building rapport with individuals at all levels. As unique situations arise, the incumbent must exhibit sensitivity to the Bank's needs, customer and employee goodwill, and the public image.
- Knowledgeable about retail banking regulations and a teller's specific roles and responsibilities.
- The above requirements represent the knowledge, skills, and abilities essential for the role. Reasonable accommodation can be provided to enable individuals with disabilities to perform essential functions.

Education and Experience:

- High school diploma or (GED) required
- One to three years of related experience in cash handling, customer service, and/or training.

Physical Requirements:

This position operates primarily in an indoor setting. It requires long periods of sitting at a desk and operating a computer or other office equipment and frequent periods of walking/standing throughout the day. This position requires frequent communication with others, both speaking and listening. Lifting and carrying up to 15 pounds may be required as necessary.

Acknowledgement:

I have reviewed and understand the responsibilities listed in this job description and acknowledge that I am able to perform the essential functions of the position. I understand that the duties of this position may change on a temporary or regular basis according to the needs of the company, and these changes may not specifically be included in this job description. If I have questions about my position, I understand that I should discuss them with my manager.

I further understand that this job description does not create an employment contract, and my employment is strictly at will unless otherwise agreed upon in writing by the CEO of the company.

Employee Name (Print)

Employee Signature

Date