



Position Description

Teller

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

Position Summary:

The role of Teller is to carry out all duties in alignment with the company's core values which include delivering exceptional customer service through efficient and accurate 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, loan payments, and checking/savings account withdrawals while maintaining accurate balances and providing exceptional customer service.
- Manage sufficient cash drawer supply, including buying and selling currency from the vault as necessary.
- Balance cash drawers following Bank procedures while addressing customer inquiries.
- Address customer inquiries and refer them to the appropriate service area for unresolved issues at the teller line.
- Offer 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 to meet customer needs and cross-sell Bank products.
- Document and process deposits left in the night depository.
- Reconcile cash in the automated teller machine (ATM), vault, and coin counter while complying with Bank policy and procedures to ensure accuracy and safety.
- 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.
- Comply with all bank policies and procedures and regulatory requirements.
- Complete annual, quarterly, and/or as needed training, including BSA, to ensure compliance with all regulatory requirements and Bank policies.
- Maintain the highest level of professionalism and team support while exhibiting BSF Core Values.
- Perform additional tasks as assigned.



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Competencies:

- Demonstrate excellent customer service, attentiveness, tact, and diplomacy with customers and colleagues.
- Excellent communication skills through email, phone, in-person, and virtually with both internal and external customers.
- Excellent organizational skills with the ability to manage and prioritize multiple tasks and work within tight deadlines, while maintaining disciplined focus on Bank goals and measurable objectives.
- Possess strong mathematical skills and attention to detail with a high degree of accuracy.
- Strong critical thinking, customer service, and conflict-resolution skills to respond to operational and customer needs.
- Proven ability to work effectively as part of a team.
- Proficiency in banking operations and procedures with a knowledge of banking products and services.
- Ability to use office machinery with strong computer skills and software management with proficiency in the use of Microsoft Suite and other Bank systems.
- Ability to deal appropriately with sensitive and/or confidential information.

Education and Experience:

- High school diploma or (GED) required
- One year 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