

# Job Description Template for

# BANK TELLER

**Job Title:** Bank Teller

**Industry:** [Insert Industry – e.g., BFSI, ITeS, Healthcare, etc.]

**Location:** [Insert Location]

**Salary Range:** [Insert Salary]

**Department:** [Insert Department]

**Work Hour Allocation:** [Insert Details]

## POSITION OVERVIEW

As a Bank Teller, you will be responsible for processing customer transactions accurately and efficiently, providing excellent customer service, and supporting branch operations. This front-line role requires attention to detail, cash-handling skills, and familiarity with banking protocols.

## ABOUT THE ORGANIZATION

[Insert Industry-Specific Insights] [Customize this section with a company overview: mission, values, and relevance to the target industry such as BFSI, Healthcare, ITeS, etc. Highlight what sets the company apart.]

## Level of Experience / Expertise Requirements

(Use as per requirement)

- **Entry Level (0–2 years):** Cash transaction handling, account servicing, and customer greeting.
- **Mid-Level (3–5 years):** Daily balancing and reconciliation, handling transaction discrepancies, and upselling services.
- **Senior Level (6+ years):** Supervision of teller operations, cash audit compliance, and team mentoring.

## JOB PROFILE SPECIFIC QUALIFICATION

**(Add more if required)**

- Bachelor's degree in Commerce, Finance, or a related field
- Prior experience in cash handling or front-office roles is a plus
- Familiarity with core banking systems and compliance standards

## ROLES AND RESPONSIBILITIES

**(Use as per level of expertise you require)**

- Process deposits, withdrawals, and payments accurately (Entry Level)
- Assist customers with account queries and transaction histories (Entry Level)
- Verify customer identities and maintain transaction security (Mid-Level)
- Balance cash drawers and prepare end-of-day reports (Mid-Level)
- Support compliance with KYC and AML regulations (Mid-Level)
- Lead cashiering operations and ensure service excellence (Senior Level)
- Train junior tellers and ensure SOP adherence (Senior Level)
- Handle escalated customer service issues professionally (Senior Level)

## Skills Required (Technical + Behavioral):

- Numerical proficiency and accuracy in cash transactions
- Customer service orientation and professionalism
- Working knowledge of MS Office and banking applications
- Attention to detail and ability to follow procedures
- Team collaboration and adaptability

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