



## **Teller/Customer Service Rep** JOB DESCRIPTION

### **General Summary**

The position is responsible for processing all bank transactions and performance of teller functions in both the Lobby and Drive-Thru environments. Responsible for opening deposit accounts to the Bank's customers, cross-selling deposit products and assisting customers to resolve any account related problems. A person in this position should operate efficiently with a high level of customer service.

### **Essential Duties/Responsibilities**

- Maintaining and balancing a cash drawer throughout the day.
- Gives full service on customer accounts, including but not limited to cashing checks, processing deposits and change orders, accepting loan payments, processing night depository bags/envelopes.
- Provide FDIC insured services to deposit customers, i.e. checking, savings and certificates of deposits, health savings accounts (HSAs).
- Assist customers with opening and maintaining Safe Deposit Boxes
- Assist customers with transfers of money, i.e. wires, ACH, in-house.
- Open and maintain retirement products, i.e. IRA, Roth, SEP
- Works in conjunction with other vendors to offer/enhance bank products
- Delivers high quality customer service to all customers and fellow employees.

### **Other Duties/Responsibilities**

- Follow your scheduled work hours. Make sure all equipment is up and running and you are ready to greet your first customer before the bank opens.
- Assist in balancing the vault cash and/or other teller drawers when needed.
- Understanding the Bank's security system and procedures.
- Maintain knowledge of current trends and developments in teller operations and bank products by completing in-house training, reading appropriate newsletters, viewing training videos and attending related seminars.
- Willing to step in to assist other departments as needed/assigned.
- Being able to work closely and in conjunction with the other members of your department, and throughout the bank, to help meet our customer's needs.
- Willing to represent the Bank in the community and other outside activities.

### **Job Qualifications – Knowledge, Abilities, Skills**

- Knowledge of all teller equipment, software, processes and procedures.
- Knowledge of other bank and office equipment, hardware, and software.

- Ability to stay organized and communicate effectively and courteously in a secure and sometimes high-speed environment.
- Ability to stand for long periods of time and lift/carry up to 20 pounds.

### **REPORTING RELATIONSHIPS**

Reports to Supervisor