



Job Description

Position Title: Teller	Department: Community Banking
Reports To: Retail Branch Mgr. or Customer Service Mgr.	<input checked="" type="checkbox"/> Non-exempt
Position Purpose	
Process financial transactions, answer customer questions, and provide exceptional customer service. Has the demonstrated ability to identify customer needs and recommend appropriate products to meet those needs.	
Education/Experience	
<ol style="list-style-type: none"> 1. High school diploma or GED. 2. Previous Teller I experience and mastery of skills. 	
Job Requirements/Skills	
<ol style="list-style-type: none"> 1. Proven ability to provide professional, responsive customer service. 2. Effective oral and written communication skills. 3. Good math skills. 4. Demonstrated selling ability. 5. Competent computer skills. 6. Good problem-solving skills. 7. Demonstrated ability to sell and refer bank products. 8. Demonstrated mastery of Teller I position. 	
Essential Functions	
<ol style="list-style-type: none"> 1. Provide exceptional customer service. 2. Process bank transactions accurately and efficiently. 3. Answer customer questions, referring to specialists when appropriate. 4. Balance daily work. 5. Identify fraudulent transactions. 6. Comply with policies, procedures, security requirements, and government regulations. 7. Recommend, refer, and sell bank products based on customer needs. 8. May assist with certifications and reporting. 9. May back up the Personal Banker. 	
Physical Requirements	
<ol style="list-style-type: none"> 1. Sit 10-20% of workday. 2. Stand 80-90% of workday. 3. Use computer keyboard, typewriter, 10-key, and other office equipment. 4. Occasionally lift 25 pounds. 	