

Job Title: Teller/CSR	Date Last Updated: 01/10/2020
Department/Group:	Position Type: Part Time
Location: Floating	Reports To: Branch Manager
Job Description	
Role and Responsibilities Combination teller and client service representative whose responsibilities include, but are not limited to, cash handling, helping to build strong customer relationships, cross selling bank products and services, opening/closing deposit accounts and providing superior customer service. May also assist other branches and departments as time/scheduling allows. Teller • Function as a teller, receiving and processing teller transactions accurately and timely. • Balance teller drawer quickly and accurately. • Reconcile errors for self and others. • Maintain established cash limits at all times. • Open night deposit and process transactions under dual control. • Maintain daily logs. Client Service • Open /close various time and demand deposit accounts including certificates of deposit, checking and savings accounts. • Proactively assist clients with any banking needs or issues. • Cross sell bank products and services through needs identification. • Utilize sales tools to proactively call existing customer base to expand relationships. Other • Proactively greet and address customers by name. • Willingly participate in bank training including sale and service training. • Ensure all regulations, disclosures, policies and procedures are followed. • Maintain confidentiality of all customer information. • Adhere to the Bank's Code of Ethics. Perform other duties as assigned, including assisting other branches and departments as needed. Qualifications and Education Requirements • High School Diploma • Cash handling experience • Customer service experience Preferred Skills • Must be able to maintain positive behavior in daily contact with customers and staff. • Ability to work with others. • Professional manner and appearance. • Good communication skills. • Active community member who can promote the Bank and its products.	

- Ability to multitask and handle multiple projects simultaneously.
- Ability to work as a team player.
- Proficient with Microsoft Office.

Job Description Acknowledgement

I have reviewed this job description that describes in detail the functions along with the skills, knowledge, and behavioral traits needed to satisfactorily perform the duties of this position.

I have a thorough understanding of the function, requirements and skills needed for this job and what is expected of the person filling this position.

Print Name

Signature

Date