

<b>Job Title:</b> Teller/CSR	<b>Date Last Updated:</b> 10/15/19
<b>Department/Group:</b>	<b>Position Type:</b> Full Time / Part Time
<b>Location:</b>	<b>Reports To:</b> Branch Manager
<b>Job Description</b>	
<p><b>Role and Responsibilities</b></p> <p>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.</p> <p>Teller</p> <ul style="list-style-type: none"> <li>• Function as a teller, receiving and processing teller transactions accurately and timely.</li> <li>• Balance teller drawer quickly and accurately.</li> <li>• Reconcile errors for self and others.</li> <li>• Maintain established cash limits at all times.</li> <li>• Open night deposit and process transactions under dual control.</li> <li>• Maintain daily logs.</li> </ul> <p>Client Service</p> <ul style="list-style-type: none"> <li>• Open /close various time and demand deposit accounts including certificates of deposit, checking and savings accounts.</li> <li>• Proactively assist clients with any banking needs or issues.</li> <li>• Cross sell bank products and services through needs identification.</li> <li>• Utilize sales tools to proactively call existing customer base to expand relationships.</li> </ul> <p>Other</p> <ul style="list-style-type: none"> <li>• Proactively greet and address customers by name.</li> <li>• Willingly participate in bank training including sale and service training.</li> <li>• Ensure all regulations, disclosures, policies and procedures are followed.</li> <li>• Maintain confidentiality of all customer information.</li> <li>• Adhere to the Bank's Code of Ethics.</li> </ul> <p>Perform other duties as assigned, including assisting other branches and departments as needed.</p> <p><b>Qualifications and Education Requirements</b></p> <ul style="list-style-type: none"> <li>• High School Diploma</li> <li>• Cash handling experience</li> <li>• Customer service experience</li> </ul> <p><b>Preferred Skills</b></p> <ul style="list-style-type: none"> <li>• Must be able to maintain positive behavior in daily contact with customers and staff.</li> <li>• Ability to work with others.</li> <li>• Professional manner and appearance.</li> <li>• Good communication skills.</li> <li>• Active community member who can promote the Bank and its products.</li> </ul>	

- 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.

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**Print Name**

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**Signature**

\_\_\_\_\_

**Date**