TELLER

GENERAL FUNCTION:

The role of the Teller is to be welcoming, build rapport, and provide outstanding service to the Bank clients while performing account transactions. The Teller is responsible for performing accurate account transactions and functions which mirror the sales process (Opportunity Management, Needs Assessment, Present/Pitch Fulfillment, and Follow Up) in their daily work to create a positive client experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform daily office responsibilities and tasks such as account transactions, account maintenance, customer correspondence, balancing consistently, balance and monitor cash items, order and prepare cash shipments, and collection items.
- Maintain a balancing record that is in line with policy; have the ability to find and correct outages and to enlist help as needed for more difficult errors.
- Greet and welcome every client as they enter the branch; acknowledge by name, if known.
- Consistently meet or exceed referral sales goals as set by Banking Center management by effectively and efficiently cross-selling bank products and services to both current and potential customers.
- Deliver superior customer service with both internal and external customers.
- Follow policies, procedures, regulations, confidentiality requirements, and operational controls.
- Address customer problems with professionalism and sound judgment.
- Maintain open and honest communication with Banking Center team members.
- Promote and display effective planning and organizational skills, dependability, flexibility, and enthusiastic participation of change and innovation including opening and closing Banking Center as needed.
- Maintain a well-developed working knowledge of the complete line of products and services offered; taking responsibility to keep up to date and request assistance for further development needs.
- Continuously increase knowledge and skills through self-motivation, formal education, seminars and in-house training.
- Provide support to new and less experienced Tellers, answering questions and finding solutions to customer issues that require more experience.
- Actively participate in all bank promotional events and product/service initiatives in order to support bank sales and service goals.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Extensive cash handling, which requires ability to perform basic math functions.
- Basic computer skills.
- Extensive contact with the public, necessitating the ability to present and maintain a professional image at all times.
- Ability to properly read and write well enough to communicate in both oral and written form.
- Ability to take initiative and utilize sound judgment in decision-making and higher-level problem solving.
- Must be able to work in a team environment with the ability to interact well, and in a positive manner, with co-workers and management.
- Must have the ability to demonstrate a sales initiative.
- Need to have flexibility in scheduling.

EDUCATION and/or EXPERIENCE:

- High School Diploma or its equivalent.
- One-year related experience in retail banking and/or sales preferred.