

# Bank Teller Job Description

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## Title

Bank Teller

## Reports To

Assistant Branch Manager/Branch Manager

## Summary

The Bank Teller provides customer service in the form of correct transactions and by directing customers to appropriate departments of the bank to receive other services that the bank provides. Bank Teller understands his/hers role as brand ambassador and provides positive brand experiences to all customers.

## Core Competencies

- Customer Focus
- Communication
- Energy & Stress
- Team Work
- Quality Orientation
- Problem Solving
- Accountability and Dependability
- Operating Equipment
- Ethics and Integrity

## Job Duties

- Process current and savings deposits: verify cash and endorsements, receive proper identification for cash back, and issue receipts of deposit.
- Verify deposited checks and determine proper funds availability based on regulation requirements and complete Hold Notices.
- Process savings withdrawals.
- Cash checks: verify endorsement, receive proper identification, and ensure validity.
- Provide information in regards to interest rates, service charges and account histories while complying with disclosure requirements, regulations and consumer privacy policies.
- Cross-sell bank products and services.
- Refer customers to other departments.
- Count and roll loose coins.
- Process cash advances, redeem Savings Bonds.
- Identify counterfeit currency.
- Accept loan payments: verify payment amount and issue receipts.

- Buy and sell currency from the vault as necessary without exceeding teller drawer cash limits.
- Maintain appropriate currency logs.
- Follow procedures for removing accounts for dormancy.
- Balance drawer daily, including periodic batching of cashed checks.
- Follow all bank policies and procedures.
- Other duties as assigned.

## Requirements

- 10+ years Bank Teller experience
- High school diploma or GED required.
- Customer Service experience preferred.
- Cash handling or sales experience preferred.
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times.
- Strong communication skills.
- Able to prioritize and make on-the-spot decisions regarding customer transactions, weighing customer satisfaction issues with Bank exposure to loss or fraud.
- Basic mathematical skills required.
- Attention to detail in all areas of work.
- In-depth knowledge of all bank deposit products and policies.
- Basic knowledge of bank loan, trust, and investment center products.
- Ability to work in a fast-paced environment.
- Ability to perform well under pressure.
- Ability to cross sell.
- High degree of accuracy with good organizational skills.
- Professional appearance and manners.