

# Position Description

## Job Title: Teller/Customer Service Representative I

### **POSITION SUMMARY**

Responsible for the receipt of customer transactions, answer routine customer inquiries, maintain record of money and negotiable instruments involved in financial transactions, and promote bank products and services. Represent the bank to customers in a courteous, professional manner while providing prompt, efficient, and accurate service.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- ◆ Receive checks and cash for deposit to customer accounts, verify amount, examine checks for proper endorsements, and issue receipts for the transactions.
- ◆ Issue money orders and other bank products. Assist customers in accessing their safe deposit boxes. Process customer's orders for and redeem savings bonds.
- ◆ Cash checks and pay out money after verification of signatures and customer balances. Process credit card cash advances.
- ◆ Maintain adequate working funds and verify and balance assigned cash drawer daily.
- ◆ Sort and distribute daily work from branch offices, process bank-by-mail transactions and remove contents and process items from night depository.
- ◆ Assemble and mail customer account statements.
- ◆ Accept and process utility, loan, and other payments.
- ◆ Provide professional, friendly, and positive attitude to customers and other bank employees. Adhere to bank policies and procedures.
- ◆ Answer telephone using proper techniques to adequately serve the customers.
- ◆ Operate teller machine, calculator, telephone, copy machine, facsimile machine, typewriter, coin machine, personal computer, and other bank related equipment required to perform the job.
- ◆ Use personal vehicle to transport coin and currency to and from main office and branch, if applicable.
- ◆ Perform other related duties as assigned or requested.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each of the duties and responsibilities satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations, that would not impose an undue hardship on the bank, will be made to enable individuals with disabilities to perform these functions.

## **EDUCATION/EXPERIENCE**

High school diploma or equivalent. Customer service experience in a retail or financial industry with cash handling experience and/or training, or equivalent combination of education and experience.

## **SKILLS AND ABILITIES**

Ability to read and comprehend instructions, short correspondence, and memorandums, draft correspondence, effectively present information to other bank employees, customers, and clients, and perform mathematical calculations such as addition, subtraction, division, multiplication, and percentages.

## **PHYSICAL REQUIREMENTS**

The individual is required to stand, talk, listen, and use hands to operate a computer, teller machine, and other office equipment to perform the duties of this position. The individual is frequently required to stand, walk and reach with hands and arms and must occasionally lift and/or move up to 30 pounds of files, reports, and/or copy machine paper. Specific vision abilities required include close vision and ability to adjust vision to focus. Hours of work will average approximately 40 hours a week but there will be some variation in work hours due to special projects, deadlines and other concerns.

## **WORK ENVIRONMENT**

The noise level in the work environment is low to moderate. The work environment is representative of those an individual encounters while performing the essential functions of this job. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with disabilities.

## **REPORTABLE TO**

The individual in this position reports to the HUB Manager.

*The above statements reflect the general details necessary to describe the major functions of the position described and is not intended to be a detailed description of all the work that may be required.*

May 11