

The **Teller** is responsible for delivering quality customer service through efficient handling of routine over-the-counter transactions and for recognizing and acting upon sales opportunities that present themselves during the transactions.

The incumbent will:

- Process deposits by receiving checks and cash for deposit, verify the deposit amount, examine the checks for necessary endorsements and request any required identification
- Cash checks and pay out funds to clients after verifying signatures and the availability of funds in the account from which the check is being drawn
- Provide clients with transaction receipts (e.g., deposit slips, etc.) derived from the transaction information entered into the system
- Cross-sell the Bank's other products and services, refer clients to appropriate personnel as needed
- Count and balance currency, coins and checks received daily for deposit ensuring the accuracy of all funds counted and balanced
- Balance cash drawer daily and verify cash being returned to the vault
- Open, verify, count and balance deposited funds removed from night depositories
- Perform customer service duties as needed via phone or in person by assisting clients with inquiries about account information and Bank products or direct calls to proper Bank personnel
- Provide guidance and maintenance for new and existing accounts including client address changes, balance verification, miscellaneous charges, etc.
- Sell coins to the vault ensuring that all required steps are taken as stated in Bank policy and procedures
- Accept loan and installment payments from clients
- Identify and report suspicious transaction activity and potential security threats
- Operate computer terminal or personal computer to process account activity, determine balances and resolve problems within given authority
- Perform other duties as assigned

Minimum Qualifications:

- High school diploma or equivalent
- Six (6) months of related experience, particularly in cash handling and customer interaction
- Excellent customer service skills, as demonstrated by previous experience interacting with customers and responding to requests
- Excellent communication skills
- Knowledge of basic accounting, with experience reviewing numerical information and balancing
- Ability to accurately count and handle cash
- Experience using Microsoft Outlook, Word and Excel