



## **Teller Operations Specialist**

**Job Classification:** Full-Time, Non-Exempt

**Reports to:** Branch Lobby Operations Manager/Teller Supervisor

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### **Position Summary**

A Teller Operations Specialist provides superior quality customer service and a positive banking experience for customers. Processes teller transactions including cashing checks, receiving and processing deposits and withdrawals, making transfers, balancing teller drawer and other assistance as requested.

Ensures accurate and timely processing of transaction in accordance with established teller policies and procedures.

### **Principal Duties and Responsibilities**

1. Cashing checks; processing deposits and withdrawals, verify cash and endorsements, receive proper identification for cash back, and issue receipts of deposit.
2. Examine checks deposited and determine proper funds availability based on regulation requirements and complete hold notices.
3. Maintain accurate details of each transaction.
4. Prepares daily general ledger entries.
5. Perform vault functions, as necessary.
6. Assist customers/potential customers with account or product inquiries.
7. Balance teller drawer, verifying accuracy of posted transactions.
8. Promotes the bank's products and services; consistently cross-sell bank products at every opportunity.
9. Makes concentrated effort to solve customer problems.
10. Promote and maintain positive relations with all contacts, customers and potential customers.
11. Performs other related duties as necessary or assigned
12. Complies with federal and state regulations and all established bank policies and procedures.

### **Other Responsibilities**

- Support and promote the Bank vision, mission and core values, organizational structure and policies and procedures.
- Must have excellent analysis, observation and decision-making skills.

- Individual should be able to work under high pressure situations and a stressful atmosphere and should remain composed.
- High degree of accuracy
- Strong organizational skills; able to manage priorities and workflow
- Ability to work independently and as a team member
- Able to communicate with people at all levels and various backgrounds
- Must be able to speak, read, write and understand the primary language(s) used in the workplace.
- Mental concentration is necessary for handling frequent interruptions and working in a fast-paced environment.
- Position can be mentally and physically stressful, requires standing for most of the work day, and requires lifting, carrying, or moving heavy boxes or bags of currency and coin.
- Must be able to work flexible hours, as scheduled Monday through Saturday, and work at any of the bank's locations, as needed.
- Requires travelling to assigned branch.
- Reliable transportation.

### **Education and Experience**

- A self-starting individual who possesses a High School Diploma or GED, and at least six (6) months prior experience in the retail industry.
- At a minimum, one year of banking experience preferred.
- Skills should include keyboarding, personal computer and 10-key calculator.
- Good problem-solving skills and solid decision making, effective communication, prioritization and organization of work activities.
- Experience with Microsoft office products, including Outlook, and similar software.