



Teller Operations Supervisor

Job Classification: Full-Time, Non-Exempt

Reports to: Lobby Operations Manager

Position Summary

A Teller Operations Supervisor 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. Provides guidance, assistance, and approvals for tellers as necessary regarding customer transactions and other teller matters. Assists with teller work schedules, training of new or less experienced tellers, enforces teller policies and procedures.

Principal Duties and Responsibilities

1. Directs the day to day operations activities of the Teller area including: teller balancing, ordering cash, cash vault balancing, posting deposits, withdrawals, transfers, loan payments, cashing checks, and credit card payments.
2. Coaches, reviews, and supervises assigned employees, or makes effective suggestions and recommendations that are given particular weight regarding the employment status of assigned employees.
3. Cross-sells Bank's services to customers by recognizing/anticipating their wants and needs and suggesting products and services to meet those wants and needs.
4. Processes customers transactions presented in the teller lobby, by mail, by night depository, and by all similar methods. Ensures accuracy of all transaction posting and documentation.
5. Reconciles and proofs daily transactions, and balances transaction totals to actual cash, checks, and other negotiable items on hand. Researches transaction documentation to locate and correct errors and out-of-balance conditions.
6. Performs and manages vault operations as assigned, including ordering cash, verifying cash deliveries and pick-ups, vault balancing, vault cash disbursements, processing of loose and bulk coin, night depository transactions, mail transactions, collection items, check proofing, and similar functions.
7. Assist in supervision of teller staff to assure effective utilization of personnel, timely and objective performance evaluations, equitable salary structure and identifiable career paths for qualified and interested candidates.
8. Opens and closes teller facilities during scheduled workdays, as assigned.
9. Performs as Vault Teller.

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
- Position can be mentally and physically stressful, requires standing for most of the workday, 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.
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Education and Experience

- A self-starting individual who possesses a High School Diploma or GED.
- Two (2) years of prior banking, or cash-handling, experience
- Excellent verbal, written, and interpersonal communication skills.
- Excellent PC skills, including Microsoft Office products and custom bank
- Excellent analytical skills and attention to details.
- Excellent time management, organizational and problem-solving skills.