



Teller Operations Specialist

Job Classification: Full-Time, Non-Exempt

Reports to: Branch Manager/Teller Supervisor

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

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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.

TRAINING REQUIREMENTS

All employees are required to attend scheduled mandatory trainings and complete online regulatory compliance training courses applicable to their specific job function. In all situations, employees must ensure that their actions fully comply with all federal banking laws and regulations, including internal bank policies and procedures. Failure to adhere to these requirements will be grounds for disciplinary action, including probation and possible termination.

COMMUNITY INVOLVEMENT

Texas National Bank's Mission Statement includes a commitment to helping our communities grow by serving them with pride and integrity. All employees are encouraged to volunteer for bank sponsored activities, civic, charitable and community events and to be active in the communities we serve.

Management reserves the right to change this position description at any time according to business needs.

Our Hiring Philosophy:

Texas National Bank recognizes that the quality of our people is the foundation for our success. Attracting individuals who value a challenging work environment that rewards the contributions of its people is the cornerstone of our hiring philosophy. It is the policy of Texas National Bank to provide equal employment opportunities (EEO) to all persons regardless of age, race, sex, religion, national origin, handicap, marital status, or other attributes not pertinent to the job requirements. This policy reflects our practice of making all employment decisions, from recruitment to promotions, based on an individual's qualifications without discrimination on any basis.