

# **First State Bank**

## **Teller**

### **Job Description**

**Exempt:** No

**Safety Sensitive:** No

**Department:** Retail

**Reports To:** Head Teller/Teller Supervisor

**Location:** Designated Bank Facility

**Requisition Number:** 2023-7002

#### **GENERAL DESCRIPTION OF POSITION**

The incumbent is responsible for assisting customers in day-to-day transactions, closing bank as necessary, maintaining cash drawer, meeting the needs of customers by referring them to the appropriate departments in the bank.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Receive checking and savings deposits; verify cash and endorsements, receive proper identification for cash back and issue receipts of deposits.
2. Always Provide excellent customer service.
3. Handle deposits, withdrawals, money orders, and cashier checks.
4. Maintain customers savings passbooks and Christmas club passbooks.
5. Balance and maintain cash drawer.
6. Perform opening and closing procedures as assigned.
7. Transfer funds and keep journal.
8. Process night deposits.
9. Answer telephone in a courteous manner.
10. Accept loan payments.
11. Stock desk/teller supplies.
12. Cross-sell bank products and services.
13. Perform any other related duties as required or assigned.

#### **POSITION REQUIREMENTS**

- This position requires a high school diploma or equivalent combination of education and experience with particular emphasis during high school in office skills plus 12 to 18

months related experience and/or training. Regular attendance and punctuality are important. This position requires good communication and computer and keyboarding skills. Attention to detail, organizational skills, timeliness, and patience are involved when working with the public. Accuracy is necessary to successfully fulfill this position. This position requires continual training. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Ability to read and understand documents such as policy manuals, operating and maintenance instructions, and procedure manuals; Ability to write routine reports and correspondence. Ability to effectively communicate information and respond to questions in person-to-person with customers and other employees of the organization.
- Ability to add, subtract, multiply and divide numbers. Ability to perform these mathematical skills using money and other forms of measurement.
- Ability to understand and to carry out detailed written or oral instructions. Ability to deal with problems involving a few known variables in situations of a routine nature.

#### **PHYSICAL DEMANDS**

- The physical demands described here are represented of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to sit, stand, talk, and listen. The employee frequently is required to use hands to finger, handle, or feel. The employee is required to stand for extended periods of time, walk, bend, stretch, and reach with hands and arms. The employee is required to utilize a personal computer.

#### **WORK ENVIRONMENT**

- The work environment characteristics described herein are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **SOFTWARE/SKILLS REQUIRED**

- Regular use of complex machines and equipment; specialized or advanced software programs.
- Intermediate: Word Processing/Typing; Basic: 10-Key, Alphanumeric Data Entry, Database

Perform any other related duties as required or assigned.