



Name:  
 Location: Norfolk  
 Job Title: Teller I  
 Report To: Retail Manager  
 Supervises: N/A

Date: 9/26/2019  
 Salary Range:

**PURPOSE:**

To provide quality service to bank customers by performing routine branch and customer service duties and by developing long term customer relationships.

**MINIMUM REQUIREMENTS:**

High school diploma or GED required. Cash handling or sales experience preferred. Prior customer service experience preferred. Prior bank experience preferred. Ability to work in a fast paced environment. Ability to work well under pressure. Ability to work a flexible schedule as needed including early mornings, early evenings and Saturdays. Ability to stand on feet continuously throughout the shift.

**Responsibilities and Authority:**

**Standards of Performance**

A. Essential duties/Teamwork

- 1a Receive checking and savings deposits; verify cash endorsements, receive proper identification for cash back, and issue receipts of deposit.
- 2a Examine checks deposited and determine proper funds availability based on regulations requirements and complete Hold Notices as necessary.
- 3a Process savings and checking withdrawals.
- 4a Cash checks; verify endorsement, receive proper identification, and ensure validity.
- 5a Identify counterfeit currency.
- 6a Issue personal money orders and cashier's checks; redeem savings bonds, process cash advances.
- 7a Accept loan payments; verify payment amount and issue receipts.
- 8a Buy and sell currency from the vault as necessary, ensuring that teller drawer cash limits are not exceeded.
- 9a Ensure teller station is properly supplied.
- 10a Follow procedures for removing accounts from dormancy.
- 11a Balance drawer accurately, daily, including periodic batching of cashed checks, resolve offages, maintain bait money.
- 12a Count and roll loose coins.
- 13a Prepare CTR reports as needed.
- 14a Scan proof work, SCO.  
Complete other duties as assigned.

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|-------------------------|---|
| B. Business Development | <ul style="list-style-type: none"> <li>1b Answer basic customer inquiries regarding interest rates, service charges, and account histories while complying with disclosure requirements, regulations and consumer privacy policies.</li> <li>2b Cross sell bank products and services</li> <li>3b Refer customers to the proper department for issues that cannot be resolved at the teller line.</li> <li>4b Have knowledge of all bank deposit products, features and benefits.</li> </ul>  |
| C. Culture/Climate      | <ul style="list-style-type: none"> <li>1c Excellent customer service skills</li> <li>2c Ability to maintain confidentiality at all times</li> <li>3c Follow all bank policies and procedures</li> <li>4c Follow robbery, early morning and opening and closing procedures.</li> <li>5c Ability to continually reinforce BankFirst's Customer Service Culture by practicing the "Top 8" initiatives and by supporting the practice of these initiatives by other bank employees.</li> <li>6c Knowledge of various federal regulations including Bank Secrecy Act, Right to Financial Privacy Act, Regulation E and CC, and teller roles and responsibilities relating to each act.</li> <li>7c The ability to prioritize and make on-the-spot decisions regarding customer transactions, weighing customer satisfaction issues with Bank exposure to fraud.</li> </ul> |
| D. Skills               | <ul style="list-style-type: none"> <li>1d Mathematical skills</li> <li>Ability to utilize bank software effectively</li> <li>High degree of accuracy</li> <li>Strong communication skills</li> <li>Organizational skills</li> </ul>   |
| G. Measurement          |   |

BankFirst is an Equal Opportunity Employer

