



Date: January 23, 2020

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

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 preferred. 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"> 1b Answer basic customer inquiries regarding interest rates, service charges, and account histories while complying with disclosure requirements, regulations and consumer privacy policies. 2b Cross sell bank products and services 3b Refer customers to the proper department for issues that cannot be resolved at the teller line. 4b Have knowledge of all bank deposit products, features and benefits. |
| C. Culture/Climate | <ul style="list-style-type: none"> 1c Excellent customer service skills 2c Ability to maintain confidentiality at all times 3c Follow all bank policies and procedures 4c Follow robbery, early morning and opening and closing procedures. 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. 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. 7c The ability to prioritize and make on-the-spot decisions regarding customer transactions, weighing customer satisfaction issues with Bank exposure to fraud. |
| D. Skills | <ul style="list-style-type: none"> 1d Mathematical skills Ability to utilize bank software effectively High degree of accuracy Strong communication skills Organizational skills |
| G. Measurement | |