



<b>Job Title:</b> Teller	<b>Last Revision:</b> 3/2016
<b>Percentage of Time Allocated:</b> 100%	
<b>Salary Grade:</b> 13	
<b>Department:</b> Branch Operations	
<b>Reports:</b> Branch Assistant Manager (BAM)	
<b>Supervises:</b> None	
<b>FLSA Status:</b> Non-Exempt	
<b>Summary:</b> Utilizing the “Customer Xperience” behavioral standards, provides excellent customer service, builds relationships with new and existing customers while making sure policies and procedures are followed.	
<p><b>Job Requirements:</b></p> <ul style="list-style-type: none"> <li>• High school diploma or equivalent</li> <li>• Successful completion of in-house training programs</li> <li>• Minimum two years’ experience in banking preferred but not required</li> <li>• Basic math and problem-solving skills</li> <li>• Good understanding of financial products and services</li> <li>• Exceptional customer service and professional skills</li> <li>• Good organizational telephone skills, and communication skills</li> <li>• Ability to multi-task</li> <li>• Basic computer and keyboard skills including but limited to using Microsoft Word, Excel, and PowerPoint</li> <li>• Team Player</li> </ul>	
<p><b>Specific Job Functions:</b></p> <ol style="list-style-type: none"> <li>1. <u>Strategic Objectives</u> <ol style="list-style-type: none"> <li>a. Reviews, executes, and practices objectives within SFSB’s Strategic Plan</li> <li>b. Realize and support strategies goals</li> </ol> </li> <li>2. <u>Branch Growth</u> <ol style="list-style-type: none"> <li>a. Assist in meeting profitability standards</li> </ol> </li> <li>3. <u>Building Customer Relationships</u> <ol style="list-style-type: none"> <li>a. Participates in activities for generating new business such as sales calls and special events</li> <li>b. Participates in community organizations, activities, and civic organizations</li> <li>c. Responsible for knowing and cross-selling bank products to help the customer obtain their financial goals</li> <li>d. Work to improve overall customer Xperience with team</li> <li>e. Utilizes SFSB’s customer service relationship management software (CRM)</li> <li>f. Attends to the needs of customers and prospective customers on banking matters of the following types: <ul style="list-style-type: none"> <li>• Greet customers by name, use name in conversation</li> <li>• Respond to customer inquiries within 24 hours, within one hour if it is an emergency</li> </ul> </li> </ol> </li> <li>4. <u>Communication</u> <ol style="list-style-type: none"> <li>a. Reports at internal Branch meeting monthly</li> <li>b. Participates in weekly Branch huddles</li> <li>c. Communicates with team regularly</li> </ol> </li> <li>5. <u>Compliance</u> <ol style="list-style-type: none"> <li>a. Responsible for knowing and complying with all Bank policies and procedures that apply to the position</li> <li>b. Responsible for knowing and complying with all Federal Regulations that apply to the position, including, but not limited to: Bank Secrecy Act (BSA), Customer Identification Program (CIP), Funds Availability (Reg CC) and Currency Transaction Reporting (CTR)</li> </ol> </li> <li>6. <u>Teller Duties</u> <ol style="list-style-type: none"> <li>a. Responsible for maintaining teller cash drawer following bank’s procedures, including balances cash</li> </ol> </li> </ol>	

drawer and checks at the end of the shift and compares totaled amounts with system and reports any discrepancies to the supervisor.

- b. Receives checks and cash for deposits to accounts, verifies amounts, complies with check handling procedures and enters deposits into computer records
- c. Processes withdrawals from accounts; pays out money after verification of signatures and customer balances.
- d. Receives loan and other payments and ensures the payments match balances due. Enters payments into the computer system and generates customer receipts.
- e. Issues cashier checks; conducts cash advances; redeems U.S. Savings Bonds; and issues VISA gift cards and coin sets.
- f. Performs night drop transactions according to proper procedures
- g. Responsible for reviewing and complying with alerts on customer accounts (i.e. scanning customer's driver's license)
- h. Ensures that the teller station is properly stocked with supplies
- i. Reports malfunctions of teller terminals, drive-thru equipment, ATM, and other equipment used at the teller station to BAM
- j. Responsible for ordering checks thru Quick Check
- k. Orders and issues Debit/ATM Cards; ensures accuracy when providing and researching transaction information for customer via JHA ATM Menu.
- l. Performs CIF Maintenance including placing system notes, removing notes
- m. Performs Address Change adhering to procedures and maintenance involved
- n. Accepts and complete wire transfers forms for customers ,Accepts and completes automatic funds transfers for customers

7. Additional Responsibilities

- a. Participates on SFSB's assigned committees
- b. Coordinates PTO days with Branch staff to ensure Branch is accurately staffed at all times
- c. Answer phone as needed
- d. Performs other duties as directed by supervisor

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities. While performing the duties of this job, the employee is required to use hands to handle or feel objects, tools or controls. The employee frequently is required to sit, reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk, climb or balance; and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities. The noise level in the work environment is usually moderate to quiet.

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date