

**Bank of Bird-In-Hand
Job Description**

Job Title: Bank Teller

Revision Date: March 29, 2019

Reports to: Lead Teller

Supervises: None

JOB DESCRIPTION

Summary/Objective

The teller receives and pays out money, as well as accurately keeps records of money and negotiable instruments involved in a financial institution's various transactions. The teller responds to questions concerning customer accounts and meets the needs of customers by providing quality service.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Receive checking and savings deposits: 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. Process savings withdrawals. Cash checks: verify endorsement, receive proper identification and ensure validity.
4. Identify counterfeit currency.
5. Answer basic customer inquiries regarding interest rates, service charges and account histories while complying with disclosure requirements, regulations and consumer privacy policies.
6. Cross-sell bank products and services.
7. Refer customers to the proper department for issues that cannot be resolved at the teller line.
8. Count and roll loose coins.
9. Issue cashier's checks.
10. Accept loan payments: verify payment amount and issue receipts.
11. Buy and sell currency from the vault as necessary, ensuring that teller drawer cash limits are not exceeded.
12. Ensure teller station is properly supplied.
13. Close accounts when requested.

14. Balance drawer daily, including periodic batching of cashed checks.
15. Maintain appropriate currency logs.
16. Follow all bank policies and procedures.
17. May also serve as customer service representative

Competencies

1. Customer/Client Focus.
2. Decision Making.
3. Technical Capacity.
4. Stress Management/Composure.
5. Thoroughness.
6. Communication Proficiency
7. Adept with the usage of Microsoft Office Products

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

This job operates in an office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

This position requires manual dexterity, the ability to lift files and open filing cabinets. This position requires bending, stooping or standing as necessary.

Position Type/Expected Hours of Work

This may be a full-time or part time position. Days and hours of work are dictated by the hours of operation of the office Monday through Saturday. The employee must work 37.5 hours each week to maintain full time status.

Travel

Minimal travel is expected for this position.

Required Education and Experience.

1. High school diploma or equivalent.
2. Bank Teller and/or Customer service experience preferred.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.