

TheBANK of Edwardsville

Job Summary

Follows established policies and procedures in providing a variety of service functions, including processing savings account, checking account, and loan transactions, cashing checks, and selling money orders and traveler's checks. Also cross-sells services. Is responsible for balancing each day's transactions and verifying cash totals.

General Information

Posting Date: October 7, 2009
 Job Title: Teller I/II/III
 Reports To: Retail Operations Supervisor
 Department: Retail Operations
 Location: Bethalto
 Level: 3/4/6
 Full-Time Part-Time Exempt

Work Schedule:

- *Saturday Rotation: Every Saturday*

	<i>Scheduled Hours Without Saturday</i>	<i>Daily Hours</i>	<i>Scheduled Hours Including Saturday</i>	<i>Daily Hours</i>
<i>Monday</i>			<i>12:00-6:00</i>	<i>6:00</i>
<i>Tuesday</i>			<i>2:00- 6:00</i>	<i>4:00</i>
<i>Wednesday</i>			<i>1:00- 6:00</i>	<i>5:00</i>
<i>Thursday</i>			<i>12:00-6:00</i>	<i>6:00</i>
<i>Friday</i>			<i>1:00- 6:00</i>	<i>5:00</i>
<i>Saturday</i>			<i>8:00 –12:00</i>	<i>4:00</i>
	<i>Total Weekly Hours</i>		<i>Total Weekly Hours</i>	<i>30:00</i>

****Saturdays: Every Saturday****

Duties & Responsibilities

PRIMARY:

1. Effectively communicates and cooperates with others
2. Represents TheBANK to the customer in a courteous, professional manner, and provides prompt, efficient, and accurate service in processing transactions
3. Cross-sells bank services, explaining various types of accounts and suggesting the use of these services
4. Cashes checks and pays money from deposit accounts. Inspects all checks, bonds, money orders, savings withdrawals, and so forth to determine their negotiability
5. Receives checks and cash for deposit to accounts, verifies deposit amounts, examines checks for endorsement and negotiability, and enters transactions using an on-line terminal
6. Receives payments on loans. Enters payments using an on-line terminal
7. Balances transactions, counts and balances cash
8. Follows established security policies and procedures
9. Prepares closing work including: Travelers checks, cashiers checks, TTL, license stickers, money orders and EE bonds
10. Practices good customer service skills; Acknowledges customers in 5 seconds or less, uses customers names during transactions, directs customer to another employee if they cannot assist the customer properly, provides an exit acknowledgement to customer, and wears nametag at all times
11. Keeps area of responsibility clean and organized

SUPPLEMENTARY:

1. Perform other duties as assigned
2. If a Teller at a Center, may also assist customers entering Safe Deposit Boxes
3. If a Teller at a Center, may also assist with balancing and replenishment of ATM

Job Specifications

REQUIRED TELLER I:

1. Requires intermittent decision making or problem solving
2. Ability to handle cash
3. Ability to operate a teller terminal
4. High School diploma or equivalent
5. Up to 3 months cash handling experience
6. Interpersonal skills with co-workers, supervisors, officers, customers or other external contacts
7. Ability to set priorities around given deadlines

HELPFUL:

1. Previous teller experience
2. Knowledge of products and services of TheBANK

REQUIRED TELLER II:

1. Level I Job Specifications
2. 1 year teller experience
3. Successful completion of CFT Teller Operations: Basic and Advanced
4. Consistent High Performance, including all of the below:
 - *Meeting or exceeding operational efficiencies
 - *Recommended for advancement by the Retail Operations Supervisor and Manager as indicated on the Request for Promotion
 - *Consistently meets requirements for mystery shops
 - *Maintain average teller goal of 86%

REQUIRED TELLER III:

1. Level II Job Specifications
2. 2 or more years teller experience with TheBANK
3. Successful completion of CFT Principles of Banking and Customer Service Skills
4. Consistent High Performance, including all of the below:
 - *Meeting or exceeding operational efficiencies
 - *Recommended for advancement by the Retail Operations Supervisor and Manager as indicated on the Request for Promotion
 - * Consistently meets requirements for mystery shops
 - *Maintain average teller goal of 88%

* Teller goal is based on a rolling 12 month average