



Career Opportunities

General Information

Posting Date: May 15, 2012
 Job Title: Teller/CSR I/II/III
 Reports To: Center Manager
 Department: Retail Operations
 Location: Cougar Center (SIUE)
 Level: 4/5/7
 Full-Time Part-Time Exempt

Job Summary

The Teller/CSR performs teller and new account duties for the center. The position follows established policies and procedures in providing a variety of service functions (i.e., processing savings accounts, checking accounts, and loan transactions; cashing checks, selling money orders, etc.). The Teller/CSR opens new deposit accounts, assists customers with questions on deposit accounts and retail loans, and cross-sells services.

Work Schedule

- **Saturday Rotation: Every Saturday**
- **Hours may vary**

	Scheduled Hours Without Saturday	Daily Hours	Scheduled Hours Including Saturday	Daily Hours
Monday	Varies		Varies	
Tuesday	Varies		Varies	
Wednesday	Varies		Varies	
Thursday	Varies		Varies	
Friday	Varies		Varies	
Saturday			8:30- 12:00	
	Total Weekly Hours	20 - 25	Total Weekly Hours	20 - 25

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 assisting customers
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. Provide Customer Service including: answering inquiries and providing information to customers on various accounts, loan balances and other bank services
9. Keep current on and follow all banking regulations and TheBANK's policies and procedures
10. Prepare closing work including: cashier's checks, TTL, license stickers, money orders and EE bonds
11. 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
12. Keeps area of responsibility clean and organized

Supplementary:

1. Perform other duties as assigned and that may be unique to the branch (i.e. Safe Deposit Accounts, replenishment of ATM, etc.)

Job Specifications

Required Teller/CSR I:

1. Requires intermittent decision making or problem solving
2. Basic Word Processing skills
3. General math skills
4. Ability to handle cash
5. Skills to operate basic office equipment
6. Ability to operate a teller terminal
4. High School diploma or equivalent
5. Up to 1 year cash handling and/or new accounts experience
6. Interpersonal skills with co-workers, supervisors, officers, customers or other external contacts
7. Ability to set priorities around given deadlines
8. Successfully complete TheBANK's New Account Orientation/Training Class and on-the-job training or equivalent new account training
9. Continuous satisfactory job performance

Helpful:

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

Required Teller/CSR II:

1. Level I Job Specifications
2. 1 year teller and new accounts experience
3. Successful completion of CFT Teller Operations
4. Successful completion of either the CFT seminar Succeeding as a Personal Banker or the CFT class Selling Bank Services
5. 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/CSR III:

1. Level II Job Specifications
2. 2 or more years teller and new account experience with TheBANK
3. Successful completion of CFT Principles of Banking and Customer Service Excellence
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%

* Shopper score is based on an average of the last TWO shops

* Teller score is based on a rolling 12 month average