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**REPUBLIC FIRST BANK****JOB DESCRIPTION**

**TITLE:** Bank Teller  
**EMPLOYMENT STATUS:** Full Time  
**GRADE LEVEL:** 1  
**REPORTS TO:** Branch Manager

**DEPARTMENT:** Retail Banking  
**FLSA STATUS:** Non-Exempt  
**EFFECTIVE DATE:** 2009

**OBJECTIVE:** To provide outstanding, friendly and professional customer service while processing customer transactions accurately and efficiently.

**ESSENTIAL FUNCTIONS**

The following is a list of essential functions, which may be subject to change at any time and without advance notice. Management may assign new duties, reassign existing duties, or eliminate a function.

- Accurately process deposits, withdrawals and payments.
- Cross sell/cash traveler's checks, money orders, bonds, or cashier's checks
- Accounts research on the bank system, place holds on accounts, transfer funds on-line and process miscellaneous items.
- Balance cash drawer daily, accurately and efficiently
- Understand bank products and respond appropriately to customer inquiries regarding products; refer to CSR as appropriate
- Understand Retail Banking policies and procedures for position and ensure compliance
- Providing superior customer service by exhibiting a friendly and professional demeanor at all times; Answer telephone in a professional manner.
- Accept assignments as required to maintain adequate staffing levels throughout branch system.
- Other duties as assigned

**REQUIREMENTS/QUALIFICATIONS**

**Education and Experience:** High school diploma or equivalent required; Banking experience preferred. Cashier, sales, customer service experience preferred.

**Skills and Competencies:**

- Proven customer service ability
- Strong math aptitude
- Strong basic computer skills
- Good communications skills
- Ability to perform job functions accurately and with attention to detail
- Ability to multi-task and remain organized
- Ability to maintain confidential customer and Bank information in a responsible and secure manner

**WORKING CONDITIONS**

Traditional retail office environment

**PHYSICAL DEMANDS**

Republic First Bank promotes an equal opportunity workplace, which includes reasonable accommodations of otherwise qualified disabled applicants and employees. Please contact Human Resources with questions regarding the physical demands of this position.

- Lifting/carrying up to 10 lbs.
- Manual dexterity for computer work and cash handling
- Speaking, hearing and vision are essential to performing job functions accurately

Republic First Bank descriptions are neither implied nor explicit employment agreements or contracts. The above description represents the essential functions of the position, requirements/qualifications, work conditions and physical demands at the time of the effective date, but any or all aspects of the description are subject to change at anytime and without advance notice.

**POSITION:** Head Teller – Poinsett Branch, Greer, South Carolina

**REPORTS TO:** Branch Manager, Poinsett Branch

**SUMMARY**

Head Tellers are responsible for the supervision of teller staff and all branch functions associated with processing customer transactions and providing routine bank services. The position requires strong leadership, organizational, and communication skills in order to motivate staff, effectively organize and delegate duties among staff members, and provide a quality customer service experience to every customer and/or visitor.

**RESPONSIBILITIES**

Provide overall supervision for teller staff and branch operations insuring success in the following areas of responsibility:

- Ensure staff is well trained and a friendly, professional branch environment is maintained
- Supervise teller line -- assign duties and work schedules to ensure efficient functioning of department
- Maintain and ensure a high level of customer service is met
- Complete annual employee reviews
- Approve employee timecards and time off requests
- Maintain and balance vault, ATM, and TCDs
- Generate daily and monthly teller reports
- Handle customer complaints
- Perform quarterly branch audits
- Maintain supply of money for the branch based on branch needs (FED ordering/shipping of money)
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**Bank Teller Job Description**

Job Title : Bank Teller  
 Reporting To :  
 Department :  
 Job Type :  
 Location :

**Duties and Responsibilities :**

1. Receiving and counting cash at the beginning of shift
2. Receiving checking and saving deposit and verify it.
3. Examine check deposited and determine proper fund availability based on regulation requirement and complete Hold Notices.
4. Saving withdrawal processing service.
5. Identify counterfeit currency.
6. Cross-sell bank service and product for improving the referral target and bank reputation.
7. Being able to verify and identify the check validity.
8. Answer basic question from customer about the bank service, including service charges, account opening process, regulation and customer service policy.
9. Always smile when handling customer to make good reputation and impression for the bank service.
10. Knowing all departments that can solve specific problem and question from customer, if it can't be done at the teller line, also referring the customer to the right department.
11. Count and roll loose coins.
12. Receive order and provide service for US Saving Bonds purchasing need.
13. Sell the credit card service for customer.
14. Accept loan payment; verify payment amount and issued receipts.
15. Buy and sell currency from the vault at right amount, make sure the limit of the currency at the teller is not exceeded.
16. Ensure that the teller station is always full supplied.
17. Balance and update saving passbook, and provide closing account when requested.

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**JOB DESCRIPTION**

Position Title	Department	Reports to
Senior Teller	Branch	Head Teller
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	07/01/2015

**POSITION SUMMARY**

Provides superior and quality customer service. Provides customers efficient and accurate transaction processing. Sells the Bank's products and services. Provides customer referrals for new products and services on a daily basis

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The essential functions include, but are not limited to the following:

- May be responsible for bank opening/closing.
- Open and Close Vault
- Accepts deposits, verifying cash and endorsements, and issues receipts
- Cashes checks.
- Processes night deposit bags.
- Issues cashier's checks and traveler's checks.
- Accepts loan payments.
- Processes credit card cash advances.
- Balances transactions at end of day and verifies cash totals.
- Runs work through Branch Capture and balances at end of day.
- Admits customers to safe deposit boxes.
- Perform as a team member in allocating and coordinating the work flow.
- Recognize cross-selling opportunities appropriate to customer needs and referring those clients to a customer service representative for follow up.
- Answers customer inquiries and gives balances.
- Makes concentrated effort to solve customer problems.
- Balance ATM daily and replenish ATM cash weekly.
- Prepares commercial change orders.
- May assist Head Teller in training, vault maintenance and scheduling.
- Will be involved in ordering, receiving, verifying, and distributing cash.
- May act in CSR support capacity as required.
- Performs other duties as assigned.

Job Description  
**Teller Supervisor**

Department:	Grade:
Reports To: Branch Manager	Classification: Exempt
Supervises: Direct: 0 Indirect: 0	Effective Date: 7/1/15
Approved By:	Revised

**Role:**

Responsible for the efficient operation of the Teller line assuring quality customer service is provided to new and existing customers. Trains and coaches Tellers for the efficient processing of Teller work and to offer the most appropriate service for the members.

**Major Duties and Responsibilities:**

Effectively supervises front line area personnel to ensure optimal performance. Ensures that personnel are well trained, effective, and optimally utilized. Provides instruction regarding policy, procedure, and service and product offerings. Will assist in training and developing employees.

Assumes responsibility for ensuring and performing efficient, effective, and professional front line operations. Assists with assignment and distribution of workflow. Ensures that all front line functions and security procedures are correctly performed in accordance with established policies and standards. Will assist in tracking individual employee progress and may provide input on staff performance appraisals

Answers member and staff questions, solves problems, and assists with complex transactions and sensitive member issues. Explains policies and procedures to members. Makes judgments for staff (within limits of authority) pertaining to cashing and/or accepting checks or drafts. Investigates staff out of balance conditions and institutes corrective procedures. Assists in finding balancing errors. Ensures that staff balance at the end of each day and that all monies are secured in accordance with established procedures.

Balances vault or monitors balancing of Vault Tellers. Monitors, orders, dispenses, ships, and balances cash.

Ensures members are greeted and welcomed to the Credit Union in a courteous, professional and timely manner. Supports and encourages employees to actively cross sell Credit Union products and services.

Maintains an up-to-date and comprehensive knowledge on all Credit Union products and services that are handled or promoted by service representatives. Maintains an up-to-date and comprehensive knowledge on all related policies, procedures, and rules and regulations.

Performs procedures for opening and closing of operations, including vault, alarm, and door duties.

Manages branch office in absence of manager and performs other job related duties as assigned.

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