

Teller - (Part-Time) Gretna, Veterans and Elmwood Branch

JOB SUMMARY: Process deposits, withdrawals, and payment transactions for customers within established policies, procedures and guidelines; sell negotiable instruments and cross-sell products/services of the bank while offering friendly, courteous customer service.

SPECIFIC JOB DUTIES:

1. Process deposits and withdrawals for checking and savings accounts; accept Visa/MC deposits; process payments for loans, and federal taxes; cash US Savings Bonds.
2. Participate in the dual control functions for verifying and processing night depository and ATM transactions and armored car deliveries.
3. Follow all bank policies and procedures that relate to the teller function including, but not limited to, audit and security, drawer limits, check cashing, deposits, teller and customer corrections, general ledger entries and the Teller Difference Criteria.
4. Assure that all work is properly balanced and processed daily in accordance with operating procedures, to include properly completing a blotter, putting work in required order, and balancing a teller drawer.
5. Use the teller machine, coin machine, copy machine, encoder, check protector, microfiche machine and typewriter.
6. Become thoroughly familiar with bank services to be able to answer basic questions and cross-sell products; refer customers to the appropriate bank personnel when unable to assist them personally.
7. Maintain a neat, organized work station; perform routine maintenance duties on teller equipment.
8. Prepare large current transaction reports.
9. Issue cashier's check, money orders, travelers cheques, and US Savings Bonds.
10. Process both incoming and outgoing collections which include sight drafts, foreign items, automobile drafts, and coupons.
11. Assist in answering phone calls, directing calls to appropriate bank employees.
12. Back up to Customer Service Platforms; assist customers with statement print-outs, admitting customers to safety deposit box area, issuing temporary checks, taking stop payment and address change requests.
13. Issue cash advances on Visa and MasterCard.

This description is intended to outline the principal duties, responsibilities, and accountabilities of the position, but may not cover all tasks or functions for which the person holding the position will be held accountable.

JOB REQUIREMENTS:

1. High School diploma or equivalent;
2. One year consecutive teller experience or two years cash handling experience in a customer service environment;
3. Outgoing personality; friendly;
4. Exceptional customer service skills;
5. Detailed oriented;
6. Strong organizational skills;
7. Excellent communication skills both verbal and written;
8. Professional appearance and manner;
9. Punctual and dependable.

WORKING HOURS:

Monday – Friday: 3:00 p.m. to 7:00 p.m. Saturdays: 8:15 a.m. to 2:15 p.m. (Extended hours may be required according to staffing needs)

Equal Opportunity Employer M/F/D/V