COMMUNITY STATE BANK

Title:	Teller
Classification:	Non-Exempt
Status:	Full-Time or Part-Time
Date:	June 27, 2017
Reports to:	Lead Teller

Supervises: N/A

General Responsibilities: Promote bank products and provide exemplary customer service to all customers in relation to retail banking transactions.

Essential Duties

a. Remain current on product offerings and knowledge, compliance, regulations, and bank processes.
b. Promote retail banking products and services to customers and prospects; including referring customers to Personal Bankers to consider bank products and services such as credit cards, online banking, bill pay, mobile banking, e-statements, etc.
c. Process deposit account transactions for consumers and businesses.
d. Explain and demonstrate retail bank services to customers as appropriate.
e. Provide referrals to internal bank partners including insurance, commercial, investments, mortgage, small business, and agriculture.
f. Provide exemplary customer service.

Other Duties

a. Oversee customer safe deposit box access as needed.
b. Maintain thorough and up-to-date product knowledge.
c. Perform other duties as assigned.

Overall Accountabilities

a. Accuracy of work.
b. Work cooperatively with co-workers.
c. Deliver positive customer service.
d. Maintain confidentiality and security of records and information.
e. Follow all policies and procedures.

Working Relationships

a. Works directly with Lead Teller.
b. Works collaboratively with Chief Operating Officer, Vice President, Personal Bankers, and other Lead Tellers.
c. Works cooperatively with all staff, community members, bank partners, and vendors.

Desired Qualifications:

a. High School diploma or equivalent required.
b. Retail banking experience preferred.
c. Demonstrated computer skills with Microsoft products required; banking software knowledge preferred.
d. Demonstrated interpersonal, written and verbal communication skills, and organizational skills required.

Job Specifications:

a. Must be able to remain in a stationary position, either standing or seated on a stool, 90% of work day.
b. Must be able to regularly move about inside the office to access file cabinets, office machinery, etc.
c. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, computer, and printer.
d. Frequently communicates with customers and vendors regarding details of financial transactions. Must be able to exchange accurate information clearly at normal or quiet speaking levels among background noise and through the use of a headset speaker and microphone.
e. Must be able to lift up to 40 pounds from various heights to chest height.
f. Required to have close visual acuity to regularly inspect documents and computer transactions for accuracy.