

## **JOB TITLE: TELLER**

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Location: Riverside

Type: Non-Exempt/37.5 hours, Monday - Saturday

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### **Position Summary:**

Provide service to Bank customers by conducting transactions, assisting with inquiries, and resolving issues in a timely manner. In addition, through customer interactions, identify opportunities to cross-sell bank products and services with referrals to the Branch Platform.

### **Qualifications Required:**

- High school diploma or equivalent
- 2 years customer service/cash handling experience
- Windows proficiency

### **Essential Functions and Responsibilities:**

Perform Teller duties on a daily basis in your Branch and other Branches as needed

- Adhere to all policies/procedures in Teller Section of the Branch Operations Manual
- Identify opportunities to cross sell Bank products/services and refer customers to platform
- Support and assist with sales activities within the branch
- Develop working knowledge of bank products/services via training, product manual, meetings, etc.
- Provide high quality service to every customer i.e. smile, greet, address by name, timely assistance, etc.
- Refer customers to a platform employee for transactions that cannot be addressed at the teller line
- Resolve customer inquiries i.e. interest rates, service charges, account histories, etc.
- Refer customers to the Head Teller/ABM for issues that you cannot resolve
- Protect customer privacy and maintain confidentiality
- Receive checking/savings deposits/withdrawals: verify cash, endorsements, identification, and issue receipts
- Determine proper funds availability for checks deposited based on bank and regulatory requirements and bag loose coins
- Redeem/issue U.S. Savings Bonds, Travelers Checks, cashier's checks, etc.
- Service safe deposit box customer

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- Accept loan and property tax payments: verify payment amount and issue receipts
- Buy/sell currency from the vault as necessary, ensuring that teller drawer cash limits are not exceeded
- Balance teller drawer daily, including periodic batching of deposited checks and locating cash discrepancies
- Perform end of day balancing
- Complete Currency Transaction Reports (CTR), Suspicious Activity Reports (SARF), and monetary instrument logs (MIL)
- Balance ATM and load cash for ATM
- Ensure teller station is properly supplied and neat
- Maintain security of teller station including keys, combos, cash drawers, and teller work

Salary Range: \$16.00-\$19.00 per hour