

## JOB TITLE: TELLER

Location: Stamford, CT

Type: Non-Exempt / Non-Officer / 37.5 hours per week

### **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
- 1 year of customer service/cash handling experience
- Windows proficiency

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

- Provide Teller support to all four Branches in cluster
- Provide high quality service to customers i.e., smile, greet, address by name, timely assistance
- Refer customers to platform 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 for issues that you cannot resolve
- Identify opportunities to cross sell Bank products/services and refer customers to platform
- Support and assist with sales activities within the branch i.e., SBA Lending Days
- Develop working knowledge of bank products/services i.e., product manual, meetings, etc.
- Protect customer privacy and maintain confidentiality
- Adhere to all policies/procedures in Teller Section of the Branch Operations Manual
- Perform Teller duties on a daily basis
- Receive checking/savings deposits/withdrawals: verify cash, endorsements, identification, etc.
- Determine proper funds availability for checks deposited based on bank/ regulatory guidelines
- Count and bag loose coins
- Redeem U.S. Savings Bonds and Travelers Checks

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**Page 2 of 2**

- Issue/redeem money orders, cashier's checks, and certified checks
- Service safe deposit box customer
- Accept loan payments: verify payment amount and issue receipts
- Accept loan and property tax payments: verify payment amount and issue receipts
- Buy/sell currency from the vault, ensuring that teller drawer cash limits are not exceeded
- Balance drawer daily: including periodic batching of checks and locating cash discrepancies
- Perform end of day balancing
- Complete CTRs, SARFs, and monetary instrument logs as needed
- 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 \$19.00 to \$23.00 per hour