

Position:	Teller Supervisor
	Full-time
Schedule:	40-hours Monday - Friday; and Occasional Saturday
Grade:	7

Under the direct supervision of the Customer Solutions Specialist and Branch Manager, performs a variety of customer service and related duties in a courteous, professional, and ethical manner to provide efficient, accurate service to customers by following Bank policies, procedures and guidelines in order to prevent fraud and the potential for loss. Successfully completes initial and on-going training programs, including on line courses, to maintain a comprehensive understanding of pertinent topics as the Bank deems necessary from time to time.

Primary Responsibilities

- Performs any functions necessary, within scope of authority and expertise, to provide stellar customer service and to increase the productivity and profitability of the Bank.
- Maintains high ethical standards while performing all duties in accordance with the Bank's internal policies and procedures and within prescribed legal, regulatory and bank compliance guidelines.
- Orders vault cash, counts and bags loose coin. Balances reserve and vault cash daily. Balances, or directs the balancing of, the ATM and Teller line. Ensures night depository transactions are processed daily. Balances work for assigned branch daily.
- May open and close the office.
- Maintains a variety of logs, records and inventories as required.
- Assists in training, supervision, and development of new staff; contributes to periodic employee performance evaluations; may make recommendations on employee promotions and disciplinary action.
- Serves as a Teller; performs all required Teller duties as necessary.
- Maintains a general knowledge of the Bank's consumer and retail products and services. Assesses the financial needs of the customer and recognizes and acts on opportunities to recommend products and services to meet those needs. Routinely displays initiative and progress in meeting individual and branch sales and referral goals.
- Performs related customer service and supervisory duties as may be assigned or requested.

Other Responsibilities Include

- Orders teller and customer service supplies for the branch.
- May assist customers with opening new accounts and with related general inquiries and problems.
- Operates as a team player to perform other tasks to ensure the success and ongoing effectiveness of branch operations.

The above is a description of the ordinary duties of the position. It should be expected that other duties related and unrelated to the above may occasionally be assigned and required to maintain the bank's service and work standards.

Position Requirements as outlined above and including the following:

- High school diploma or equivalent; minimum of 1-2 years of Teller and supervisory experience preferred.
- Display effective and appropriate communication, customer service, and cross-selling skills.
- Must have a friendly, helpful attitude and interact with others in a professional, courteous and ethical manner.
- Detail-oriented; possess accurate math ability; process transactions and handle large amounts of cash accurately and promptly.
- Proficient with Microsoft Office applications including Outlook, Excel, and Word.
- Acquire proficiency in all bank systems.
- Able to effectively use various types of office equipment, including PC, telephone and fax machine.

Supervisory Scope

- Average 2-4 direct reports