

Job Description

Job Title	Teller Services Representative I	Job No.	N-01-6
Division	Community Banking	Effective Date	January 1, 1997
Department	Customer Service	Current Revision	October 1, 2009
Unit		Approvals	DAB, TKS, RHS, DGM

Job Reporting Relationships

Supervised by: Community Office Manager, Assistant Community Office Manager, Community Banking Officer, Customer Service Supervisor, Head Teller

Supervises: None

Basic Qualifications

General: Service Representative I(s) are entry-level trainees, apprentices, or are in positions where functional assignments and responsibilities are narrowly defined. Their work is closely directed and monitored. The expectation of incumbents to work as part of teams is limited.

Education/Training: A high school diploma or equivalent with an emphasis in a business or accounting curriculum.

Skill(s): Moderate reading, writing and grammar skills; proficient analytical and mathematical skills; proficient communicative and interpersonal relations skills; proficient eye-hand coordination; ability to operate various office machines; ability to lift approximately fifty (50) lbs. of coin; and regular and predictable attendance is required.

Experience: None required.

General Responsibilities

Responsible for performing a variety of duties to support the paying and receiving function of the community office; coordinating work within the department, as well as with other departments; reporting pertinent information to the immediate supervisor; responding to inquiries or requests for information.

Essential Duties

1. Performs a variety of duties to support the paying and receiving function of the community office of which the following are illustrative:
 - a. Accepts deposits of various account types.
 - b. Cashes checks within approved authority and operating policy, checking for fraud.
 - c. Accepts utility bill payments as appropriate.

- d. Sells Cashiers Checks, Money Orders, Certified Checks, Travelers Checks, E Bonds, etc.
 - e. Accepts loan payments, safe deposit box rent, TT&L deposits, and other related payments.
 - f. Processes night deposits and mail deposits.
 - g. Greets and serves customers in a friendly and courteous manner.
 - h. Maintains an awareness of new business opportunities with customers; actively refers to appropriate customer service personnel, according to the goals outlined in the Teller Representative I's Performance Appraisal.
 - i. Maintains an approved level of cash; turns in excess and mutilated cash.
 - j. Prepares daily settlement and proof of cash transactions; balances cash drawer accurately and efficiently on a daily basis.
 - k. Scans transactions daily by cutoff for delivery to the proof area.
 - l. Balances general ledger accounts related to the paying and receiving function, e.g., Utilities, E Bonds, Coin, Travelers Checks, inter-bank accounts, etc.
 - m. Prepares reports relating to the function, e.g., currency transactions, BSA reports, etc.
 - n. Processes manual direct deposit transactions for selected accounts.
 - o. Maintains supplies and an awareness of Teller supply inventory control.
2. Coordinates specific work tasks with other personnel within the department as well as with other departments in order to ensure the smooth and efficient flow of information.
 3. Abides by the current laws and organizational policies and procedures designed and implemented to promote an environment that is free of sexual harassment and other forms of illegal discriminatory behavior in the work place.
 4. Cooperates with, participates in, and supports the adherence to all internal policies, procedures, and practices in support of risk management and overall safety and soundness and the bank's compliance with all regulatory requirements, e.g. Community Reinvestment Act (CRA), Equal Credit Opportunity Act, etc.
 5. Cooperates with, participates in, and supports the adherence to the Bank Secrecy Act (BSA)/Anti-Money Laundering (AML) policies and procedures, including the following:
 - a. Attend annual training reviewing the regulatory requirements of the BSA and the Bank's internal BSA compliance and AML policies and procedures, as well as understanding the following terms related to the BSA/AML
 1. Office of Foreign Asset Control (OFAC)
 2. Suspicious Activity Report (SAR)
 3. Currency Transaction Report (CTR)

4. Customer Identification Program (CIP)
5. Identification of the Bank's Secrecy Officer
- b. Apply due diligence to be able to make an informed decision about the suspicious nature of a particular transaction and whether to file a Suspicious Activity Report (SAR).
6. Reports pertinent information to the immediate supervisor as requested, or according to an established schedule; compiles information as necessary or as directed and provides data to appropriate bank personnel.
7. Responds to inquiries relating to his/her particular area, or to requests from other bank personnel, customers, etc., within given time frames and within established policy.

Ancillary Duties

1. May be required on occasion, to provide safe deposit box services to customers.
2. May be required to provide support in other departments of the bank, e.g., new accounts, loans, etc.
3. May be required to balance and/or service ATM machines.
4. May be required to verify and wrap coin for vault cash control purposes.
5. Performs tasks that are supportive in nature to the essential functions of the job, but which may be altered or re-designed depending upon individual circumstances.

Job Location

Assigned Community Office

Equipment/Machines

1. Telephone
2. Teller Machine
3. Calculator
4. Copy Machine
5. Computer Keyboard
6. Coin Machine(s)
7. Sorter
8. Currency Verifier
9. Combination Lock – Manual or Electronic
10. Check Cutter
11. Fax Machine
12. Scanner
13. Cash Dispenser
14. Typewriter

15. Personal Computer