



Teller I

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| DEPARTMENT: | Retail Banking |
| REPORTS TO: | Teller Supervisor |
| SUPERVISES: | n.a. |
| CLASSIFICATION: | Non-Exempt |
| COMPENSATION: | \$15.50 to \$17.00 per hour |
| LAST REVISED: | 11/2/2022 |

POSITION SUMMARY

The Teller I position is responsible for providing exceptional customer service to current and potential customers. They will represent Community Bank in a friendly, positive, professional manner while conducting efficient, confidential and accurate transaction processing.

RESPONSIBILITIES AND EXPECTATIONS

1. Accept retail or commercial deposits, loan payments, cash checks, process checking and savings account withdrawals.
2. Maintain and balance cash drawer, which includes buying and selling currency from the vault teller.
3. Answer customer inquiries and refer customers to the proper service areas.
4. Be proficient in navigating the bank's core processing system.
5. May be responsible to open and close the bank.
6. Maintain the highest level of confidentiality with all information secured.
7. Processes credit card cash advances.
8. Redeem Savings Bonds.
9. Provide cashier's checks, and personal money orders.
10. Process night drops and mail deposits according to Community Bank Procedures.
11. Assist customers accessing safety deposit boxes.
12. Promotes Community Bank products and services.
13. Comply with all department and company policy and procedure and banking procedures.
14. Other duties as assigned by supervisor.

TEAM/COMMITTEE ASSIGNMENTS

- N.A.

ROLE QUALIFICATIONS

Educations: High School diploma or GED.

Experience 1 to 3 months related experience and/or training.

PERFORMANCE MEASURES

- Accuracy of daily drawer balancing and transactions.
- Customer service at the initial point of contact.
- Adaptability to the technology and job knowledge.

WORKING CONDITIONS

- Work is performed largely within the Bank. Prolonged and frequent mental and visual concentration required. Periodic stressful situations in response to multiple priorities within established deadlines. Work hours are generally during normal business hours. Unscheduled evening and weekend work may be needed to meet the needs of customers and employees.
- Regular and routine travel between offices is required and out-of-town/overnight business travel may be required.
- Must be able to lift and move up to 20 pounds of office supplies and equipment. Some bending, turning, and twisting required. Prolonged standing.

IMPORTANT NOTE

This position description describes the general nature and level of work performed by the employee assigned to this position and should not be interpreted as all inclusive. It does not state or imply that these are the only duties and responsibilities assigned to the position. The employee may be required to perform other job-related duties. All requirements are subject to change and to possible modification to reasonably accommodate individuals with a disability.

This position description does not constitute an employment agreement between the Bank and employee and is subject to change by the employer as the needs of the Bank and requirements of the position change.