

Title: Head Teller
Line of Business: Operations
Category: Full Time
Location: Foley

SUMMARY

The position of Head Teller is responsible for regularly supporting the tellers to ensure operational activities run smoothly and efficiently; promotes business for the Bank by providing exceptional customer service and referring clients to appropriate personnel for new services. The position of Head Teller is required to be knowledgeable and skilled in the areas of teller and vault teller. This position is expected to provide leadership, training and support to less experienced tellers.

Following is a summary of the essential functions for this position. Other duties may be performed, both major and minor, which are not mentioned below. Specific activities may change from time to time.

ESSENTIAL DUTIES

1. Receives checking deposits, savings deposits, and loan payments, cashes checks, savings withdrawals and makes cash advances; confirms all necessary documents are properly authorized, are in proper form and are within authorized limits; makes decisions when questionable items are presented for cashing. Handles savings bond redemptions
2. Ensures teller transactions, including loan payment coupons and credit card payments are scanned according to procedures and adheres to the daily processing deadlines. Assist with outages and corrections when necessary.
3. Ensures official check handling procedures are followed according to policy.
4. Promotes and recommends additional products and services to meet customer's needs and by referring customers to appropriate area for new services.
5. Performs stop payments; holds; currency transaction reports; incoming and outgoing collections and daily reconciles teller general ledger accounts. Assist tellers in resolving outages. Maintains records of all teller outages and prepares monthly balancing reports.
6. Balances and orders cash for vault; ships out money as needed. Opens and closes the vault daily. Maintains branch cash limits within policy. Responsible for ensuring the ATM is functioning properly and has a sufficient amount of cash at all times.
7. Knowledgeable in all aspects of Bank Secrecy Act, Money Laundering, and OFAC Compliance. Maintain strong knowledge of other operational regulations and procedures such as Regulation CC, Electronic Funds Transfer Act and Identity Theft Protection. Review daily CTR and Official Check Logs for accuracy. Work with teller staff on identifying and reporting suspicious activity to management for further review.
8. Follows the bank's information security and privacy rules and assists other tellers in maintaining compliance. Reports any non-compliance to management.
9. Answers phone and basic customer inquiries regarding products and services with confidence and professionalism.
10. Prepares branch schedule for teller staff and audits tellers on a monthly basis.
11. Reinforces the application of superior customer service through his or her own example along with appropriate follow through with involved customers and employees.
12. Trains new tellers and coaches existing tellers in areas necessary including balancing, reporting and customer service.
13. Provides working leadership and guidance to tellers through assignment of work, scheduling, coordinating, technical training/direction and development of customer service skills.
14. Supervises the process of preparing the statements for mail and mailing the bank statements in a timely manner.

POSITION REQUIREMENTS

1. High School Graduate or equivalent
2. Minimum of two years teller experience
3. Excellent verbal and written communication skills.
4. Working knowledge of Microsoft Word, Excel and Outlook with acceptable keyboarding skills.
5. Ability to manage multiple tasks in an efficient manner.
6. Possess attention to detail and thorough follow through.

7. Supervisory Experience
8. Effective interpersonal skills, which allow positive interaction with co-workers and clients.
9. Ability and willingness to learn and adapt as needs of the job change.