

## Green Belt Bank & Trust

### JOB DESCRIPTION

**Position Title:** Teller

**Reports To:** Head Teller/Branch Manager

**Direct Reports:** None

**Classification:** Non-Exempt

**Revised:** 7/19/17

**Scope:**

The Teller will accurately and efficiently process and record transactions for bank customers.

**Accountabilities:**

The Teller will:

- Receive and count working cash, identify customers, validate and cash checks, accept cash and checks for deposit and check all documents for accuracy.
- Receive and verify all forms of payment and record all transactions accurately.
- Balance the vault, ATM and cash drawers.
- Comply with bank operations and security procedures by participating in all dual-control functions.
- Maintain customer confidence and protect bank operations by keeping information confidential.
- Answer inquiries regarding checking and savings accounts and other bank products.
- Ensure compliance with all internal controls with established policies and procedures.
- Resolve issues and problems with customer's accounts.
- Sell and buy money from the Federal Reserve.
- Be able to multi-task, assisting with the customer service and loan administration functions.
- Order supplies.
- Ability to lift up to 50 lbs
- Participate in community activities as needed and any other activities that may arise.
- Perform other duties as requested or assigned.

**Qualifications:**

**Education:**

- A High School Diploma
- Specific banking industry education a plus

**Experience:**

- Clerical, administrative, cash handling, sales or customer service experience preferred

**Special Requirements:**

**Competencies:**

- **Relationship Building**-understands that a primary factor in success is establishing and maintaining productive relationships
- **Initiative**-takes action without being prompted
- **Integrity**-thinks and acts ethically and honestly
- **Team Player**-shares resources, responds to other departments, supports the larger organizational agenda
- **Creativity**-generates original ideas, encourages new ways of thinking, explores options, and develops innovative solutions
- **Active Listening**-offers full attention when others speak
- **Change Agility**-adapts to change and modifies his/her behavior when appropriate to achieve organizational results
- **Results Orientation**-maintains appropriate focus on outcomes and accomplishments
- **Composure**-maintains emotional control, even under ambiguous or stressful circumstances
- **Conflict Management**-recognizes that conflict can be a valuable part of the decision-making process

**Acknowledgement:**

I have read the foregoing job description and understand the responsibilities of the job and the importance of exhibiting the quality standards, work performance expectations, core focus and values. I believe I can perform this job with or without accommodation.

Position: \_\_\_\_\_ Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Position: \_\_\_\_\_ HR: \_\_\_\_\_ Date: \_\_\_\_\_

This job description describes the general nature and level of work performed by the individual 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 job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the need of the employer and the requirements of the position change.