

POSITION DESCRIPTION

FLSA STATUS (check one):

Exempt:

Non-Exempt:

 X

POSITION TITLE: TELLER I

CORPORATE TITLE (check one): AVP VP SVP EVP

SALARY GRADE:

DIVISION/DEPARTMENT: Branch Operations

Reporting Relationships:

Position Reports to: Assistant Manager

Positions supervised: None

Position Purpose:

An entry level, Teller I is responsible for processing all over-the-counter transactions (accepting client deposits, cashing checks, processing withdrawals, etc.) and selling negotiable items such as travelers checks, official checks, and gift cards. The Teller I will have entry level assigned check cashing, deposit, cash drawer and any other delegated limits.

Essential Functions and Basic Duties:

- Responds to client inquiries, and either solves customer problems on their own or escalates problem to his/her supervisor for resolution.
- Serves as a party in dual control activities such as servicing ATM's, night drop, cash count, and monthly audits.
- Identifies opportunities to recommend Broadway Federal Bank products and services based on client need or refers client to platform personnel for needs assessment.
- Processes all transactions within assigned limits, maintaining cash drawer within assigned limits and properly balances cash drawer at the end of each work day.
- Processes loan payments.
- Adheres to bank policy and procedure.
- Conducts all business operations and customer transactions according to the Broadway Federal Bank's Client service standards.

POSITION DESCRIPTION

Supervisory/Management Responsibilities

- None.

Qualifications

Education:

- High school, or general education degree.

Required Knowledge:

- Basic knowledge of personal computer operations, including word processing and spreadsheet software programs.

Experience Required:

- 1 year cash handling/customer service experience or bank teller experience.

Skills/Abilities:

- Basic math skills, including the ability to add, subtract, multiply, divide numbers. Ability to follow directions. Effective oral, written and interpersonal communication skills.
- Good organizational skills.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions that may involve multiple steps.
- Deals with routine problems in standardized situations.