

## POSITION DESCRIPTION

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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

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### 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.

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### **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.