

POSITION DESCRIPTION

FLSA STATUS (check one):

Exempt:

Non-Exempt:

 X

POSITION TITLE:

TELLER LEAD

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:

The Teller Lead performs transactions in accordance with the Bank's policies and procedures ensuring adherence to all security, regulatory and compliance standards. Handles complex transaction and responds to escalated client issues; supports the branch sales goals through quality referrals. As directed by the Assistant Manager, supports the training and development of new tellers, answers routine questions, and approves transactions within authorized limits. Occasionally, the Teller Lead may be required to act as a senior person in the absence of the Branch and Assistant Branch Manager.

Essential Functions and Basic Duties:

- Accurately performs teller transactions in accordance with bank policy and procedure.
- Based on knowledge and skills, this position typically has higher authority limits than a Teller 1 or 2.
- Responds to client inquiries on the telephone or in person adhering to customer privacy and confidentiality guidelines. Provides responsive, quality client services at all times. Follows all established security procedures
- Processes rejects, reviews branch reports, and completes audits as assigned by assistant manager; assists with the daily branch settlement and reconciliation process, including oversight for night deposit and ATM balancing.

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- Possesses sufficient knowledge of the Bank's products and services on order to complete a referral to a Personal Banker; works to meet or exceed branch referral goals. Actively participates or takes lead role on branch sales and service meetings.
- May perform back-up platform duties as required.
- May be assigned the responsibility of vault teller completing all duties related to this task.
- Assists in training new tellers and answering routine questions related to the teller line. Offers direction and guidance to the tellers. Assists in establishing and implementing consistent best practices for the teller line. Approves transactions within authorized limits.

Supervisory/Management Responsibilities

May supervise the teller line in Assistant Manager's absence.

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:

- 5 years 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.