

Citizens Bank & Trust

POSITION DESCRIPTION

POSITION TITLE: Teller – Part-time

DEPARTMENT:

CLASSIFICATION: Non-Exempt

REPORTING RELATIONSHIP

POSITION REPORTS TO: Head Teller/Assistant Branch Manager

POSITIONS SUPERVISED: None

POSITION SUMMARY

Must provide quality customer service and adhere to the customer service standards as set forth by the bank. Conduct transactions between customers and the Bank accurately by following the Bank's policies and procedures as well as federal regulations. Recognize opportunities to grow customer's relationships by referring to other lines of business within the Bank as well as core banking products. Handle routine customer inquiries, problems and maintain favorable customer and employee relations by performing the following duties.

ESSENTIAL DUTIES & RESPONSIBILITIES

Below includes the essential duties & responsibilities, other duties may be assigned.

- Counting and sorting money;
- Process deposits, withdrawals, payments & monetary instruments;
- Balance cash drawer daily;
- Complete Currency Transaction Reports;
- Complete Monetary Instrument Log;
- Adhere to Bank policy and federal regulations;
- Provide quality customer service;
- May be asked to assist customers with safe deposit entry;
- May assume ATM/Vault processing and other duties as assigned

EDUCATION &/OR EXPERIENCE

- High school diploma or GED (General Education Degree) required.
- Computer literacy preferred. Knowledge of Word & Excel a plus.

OTHER SKILLS / QUALIFICATIONS

- Demonstrates excellent customer service consistently;
- Basic computer skills (10 key);
- Communicate well with customers and their team mates;
- Must possess basic language skills to write and speak clearly, effectively and appropriate to business standards;
- Adheres to customer service standards and serve as a role model to fellow associates;
- Must be well organized, accurate, and attentive to details;
- Must be cooperative and willing to assist others;
- Must be able to deal with stressful situations;
- Must be able to multi-task and have thorough knowledge of teller functions and responsibilities.
- Shows initiative and will go the extra mile for customers and the team while working within the scope of Bank policy;
- Position may require the ability to work before or after normal business hours to attend various employee meetings, training sessions, and community events supported by the Bank.

PHYSICAL DEMANDS

To process transactions, handle cash, inspect negotiable instruments and operate required teller equipment, the employee is required to stand for long periods of time and they must possess satisfactory vision and hand/finger dexterity to perform the job duties. At times an employee might need to utilize step stools/small ladders necessitating the ability to climb, balance, kneel, stoop, bend and reach. Employee might be required to occasionally lift or move up to 25 pounds. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

WORK ENVIRONMENT

Professional environment working 30 hours per week; may need to work additional and/or overtime hours when asked. Will be required to work in the Saturday rotation. May be required to work at another branch on a Saturday and/or due to staffing shortages. Must be accustomed to professional, business office environment in manner and dress. Must demonstrate excellent human relations skills with customers and bank associates.

COMPLIANCE WITH REGULATORY REQUIREMENTS

Each associate is responsible for compliance with all applicable regulatory requirements affecting the banking industry as well as applicable programs, policies and procedures. When an associate has supervisory responsibilities, he or she will make certain that their staff understands their responsibilities to comply with applicable regulatory issues and internal programs, policies and procedures.

Print Name: _____

Signature: _____

Date: _____

Revision Date: **April 3, 2008**

Approved By: **Sherry Kelley/Jennie Walker**