

At Bank of St. Francisville, we strive to create a company culture where our employees thrive. We are passionate about what we do, and look for candidates who are ready to help further our mission, emulate our core values, and care about our community.

Our Mission Statement: We are the fuel of prosperity for the communities we serve.

JOB DESCRIPTION: Teller

DEPARTMENT/DIVISION: Operations

REPORTS TO: Head Teller

SUPERVISES: Has no supervisory responsibility

JOB SUMMARY

Under the direction of the Head Teller, is responsible for maintaining a high level of customer satisfaction and effectively promoting the bank's product line.

Teller responsibilities include, but are not limited to:

1. Provide customers with efficient and accurate service on a variety of transactions

- Receives retail and commercial checking and savings deposits by determining that all necessary deposit documents are in proper form, and issuing receipts.
- Cashes checks, savings withdrawals and makes cash advances; confirms necessary documents are properly authorized, are in proper form and are within authorized limits; makes decisions when questionable items are presented for cashing.
- Operates computer terminal or personal computer to process account activity, determine balances, and resolve problems within given authority.
- Issues official checks
- Assists with night depository duties; log bags; processes deposits; makes change orders; issues receipts and returns bags to customers.
- Cross-sells the Bank's other products and services, referring customers to appropriate staff as indicated.
- Receives and processes stop payment
- Accepts loan and installment payments.
- Balances cash drawer daily and verifies cash being returned to the vault.
- Provides effective customer service and assists in resolving problems within given authority.
- Updates information.
- Sorts mail or reports as required.
- Answer telephones and directs callers to proper bank personnel.

- May gather data and process various reports (e.g., currency transaction, returned items, overdrafts, callbacks, etc.)
- Processes ATM deposits, change orders and deposit slip corrections.
- May assist in opening and closing the vault daily; assists in balancing vault currency and coin.
- Process Master Card and Visa cash advances

2. Perform duties as requested by the Head Teller

3. Coin Counter

- Balance daily
- Maintain
- Clean daily
- Contact vendor when in need of repairs
- Assist others that have a problem with the coin counter

4. ATM – Drive Up, IGA, Audubon Market, and the Bluffs

- Balance as per schedule
- Replenish Cash
- Contact person for problems
- Maintain supplies

5. Balance Master Card/Visa Cash Advance machine

6. Take mail to the Post Office on designated day

ORGANIZATION

Has inherent duty and responsibility to make recommendation to supervisor concerning possible methods to improvements.

RELATIONSHIPS

- Responsible to the Head Teller for the fulfillment of functions, responsibilities, and authority.
- Will have extensive contact with customers and the public and is to conduct relationships in a manner that will enhance the overall marketing effort of the bank.
- Will be called upon from time to time to participate with community organizations and in community projects.