



Job Title:	Teller	Reports to:	Branch Manager
Status:	Hourly	FLSA:	Non-Exempt
Schedule:	Monday through Friday/Saturday	Hours:	<u>Full-Time:</u> Works approximately 40 hours/week; hours may be irregular <u>Part-Time:</u> Works a maximum of 30 hours/week; hours may be irregular
Travel Required:	Occasional or None		

Job Summary:

The Teller is responsible for accurately processing customers' routine transactions in a professional and friendly manner. The Teller also interacts with customers and provides them information about their accounts and bank products services.

Essential Functions

- Safely and accurately process customers' routine transactions such as cashing checks, depositing money, issuing withdrawals, and collecting loan payments
- Issue negotiable items such as cashier's checks
- Provide customers access to their safe deposit box
- Maintain supply of cash and currency in personal cash drawer
- Reconcile and count personal cash drawer at the end of each shift to ensure accuracy
- Interact with customers in person, on telephone, or through other electronic communications in a friendly, helpful, and patient manner
- Answer customers' basic inquiries about their accounts
- Promote the bank's products and services based on customers' needs
- Comply with bank operations and security procedures
- Maintain confidentiality of customer and bank operations information
- Other duties as assigned by supervisor

STATEMENT OF EXPECTATIONS

Mid America Bank expects all employees to comply with the responsibilities of their assigned position to the highest degree of performance by:

- Adhering to the bank's policies and supporting management decisions and goals in a positive, professional manner
- Representing the bank with a high level of integrity and professionalism
- Maintaining knowledge and understanding of banking rules, regulations, laws and all policies and procedures

- Demonstrating a willingness to adapt to changing business needs and deadlines
- Possessing a work ethic that includes neatness and punctuality
- Exhibiting a professional, business-like appearance and demeanor

MATERIAL AND EQUIPMENT USED

Computer	Fax Machine	Copier	Voicemail
Automobile	Printer	Telephone	Email
10-key calculator			

KNOWLEDGE, SKILLS AND ABILITIES:

- Interacting with Computers – Using computers to enter data or process information
- Getting Information – Observing, receiving, and otherwise obtaining information from all relevant sources
- Decision Making and Solving Problems – Analyzing information to choose the best solution and solve problems.
- Communicating, Speaking and Active Listening with Supervisors, and Peers – Providing information to supervisors and co-workers by telephone, in written form, email, or in person
- Customer Service – Interacting with customers in a friendly, helpful, and patient manner
- Compliance with Policies and Procedures – Accuracy in following procedures and instructions
- Attention to Detail
- Basic Math Skills –Addition, Subtraction, Multiplication, Division
- Ability to count US currency
- Ability to handle confidential information

SUPERVISORY RESPONSIBILITIES:

This position does not have supervisory responsibilities.

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

- High school diploma or educational equivalent
- Prefer previous experience in customer service or cash handling positions
- Years of experience may be substituted for education requirements or related work experience
- This job requires skills needed in a typical office environment. This includes computer skills, communication skills, as well as utilization of office equipment

WORKING ENVIRONMENT:

The majority of the work is performed in a professional office setting with a wide variety of people in differing functions, personalities and abilities.

PHYSICAL DEMANDS:

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.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit and talk or listen
- This position requires frequent manual dexterity in combination with eye/hand coordination such as keyboarding, handling of equipment, use of calculator, etc.
- The employee is frequently required to stand, walk, reach, bend, or kneel.
- The employee must occasionally lift and/or move up to 20 pounds
- The noise level in the work environment is usually low to moderate

ADDITIONAL NOTES:

This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of this job description at any time without prior notice.