

Job title: BANK TELLER

Reports to: TELLER SUPERVISOR

Department: teller

FLSA status: non exempt

SUMMARY: Performs a variety of paying and receiving functions for deposit and loan customers; strives to retain present customers and develop new business by extending professional and efficient service and suggesting additional services and products to serve customers' needs.

DUTIES & RESPONSIBILITIES: The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Processes customer transactions including but not limited to deposits, withdrawals, checks, money orders, cashier's checks and redeeming bonds; checking endorsements, verifying signatures and ensuring all necessary information is in place prior to completing transaction
- Processes collection items
- Completes CTRs when required
- Enters customers' transactions into computer to record transactions
- Ensures completion of customer transactions in a timely and courteous manner; provides customers with account balance information and receipts
- Responds to customer inquiries regarding their accounts or company products/services in a professional and courteous manner
- Effectively identifies and responds to customer' needs
- Places holds on accounts if needed
- Orders daily supply of cash
- Ensures that cash in drawer stays within acceptable limits
- Reconciles cash in drawer at shift completion
- Balances and maintains onsite and offsite ATM machines
- Scans incoming items throughout the work day as needed for transmission of file at end of day
- Maintains working knowledge of all company products and/or services
- Maintains working knowledge of company policies and procedures
- Prepares reports and correspondence as needed
- Performs other duties as assigned by supervisor

SUPERVISORY RESPONSIBILITIES: None

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Cash handling experience
- Customer service skills
- Excellent verbal & written communication skills
- Excellent grammatical & spelling skills

- Computer proficiency and the ability to learn & use specific software
- Commitment to excellence & high standards
- Strong organizational skills; able to manage priorities & workflow
- Strong interpersonal skills
- Ability to understand & follow written & verbal instructions
- Ability to deal effectively with a diversity of individuals at all organizational levels
- Good judgment with the ability to make timely & sound decisions
- Creative, flexible, and innovative team player
- Ability to work independently and as a member of a team
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm
- Acute attention to detail
- Ability to effectively communicate with people at all levels & from various backgrounds
- Must be able to speak, read, write & understand the primary language used in the workplace
- Must be able to handle customers with professionalism
- Must have general knowledge of banking policies & procedures
- Desire to represent Schertz Bank & Trust in a professional and ethical manner at all times

THIS IS A FULL TIME POSITION WITH THE FOLLOWING WORK SCHEDULE:

TUESDAY THRU THURSDAY: 7:50 AM to 5:10 PM

FRIDAY: 7:50 AM to 6:10 PM

SATURDAY: 8:50 AM to 12:05 PM