

JOB DESCRIPTION

Position Title: **Teller Coordinator**
Department: Multi Branch Position
Reports to: Branch Managers
Hours: 40 hours per week; specific daily hours will vary including Fridays, Saturday Rotation

Primary Function: Coordinate teller operations and training, along with daily transaction and customer service.

Responsibilities:

Teller Coordination:

Resolve daily teller issues
Schedule teller and CSR staff at times consistent with teller expectations
Ensure staff is trained on teller functions
Design and implement Teller Training Program
Ensure staff completes training exercises and proficiency standards as defined in the training program
Assist with daily training and implementation of teller procedures, also update teller manual
Serve as interface and coordinator between different departments in regards to the teller area
Coordinate and run Teller Meetings
Flexible schedule and travel to all locations as needed

Teller:

Possess thorough knowledge of bank policies and procedures
Represents the bank to the customer in a courteous, professional manner
Provides personalized, responsive and accurate service when processing transactions
Processes customer transactions including deposits, withdrawals, check cashing and loan payments
Balance cash drawer daily; balance vault as directed
Responsible for understanding compliance regulations

Customer Service Representative:

Has knowledge and proficiency in explaining and selling bank's products and services; recognize sale opportunities and refers customers to appropriate departments
Open and close accounts all types of accounts.
Manages necessary paperwork to open a full range of consumer products in accordance with established procedures
Provides quality customer service when assisting customers with inquiries, problems, and complaints
Promptly and professionally answer phones and assist customers - transfer calls or take messages when necessary
Assist with deposit account policy and procedures

Other:

Flexibility in hours and location worked
Clean as directed
Open and close bank as needed
Assist with other duties as assigned, including but not limited to the preceding responsibilities

Position Requirements:

Commitment to providing exceptional customer service	Proven customer service skills
3 years bank experience preferred	Ability to work independently
Excellent communication skills	Detail oriented
Good organization and time management skills	Ability to work in a team environment
Ability to handle pressure and meet deadlines	Basic PC skills
Flexible and adaptable to a changing environment	Minimum high school diploma