

Job Description

Full Service Branch Vault Teller

Department: Branch Operations
Reports to: Market President and Branch Manager

Date: September 30, 2011

Summary:

Ensure that cash needs of the Branch and ATM are met. Balance and replenish ATM cassettes. Buy and sell money from/to Main Office Vault twice a week to coincide with armored carrier delivery service. Provide accurate and timely service to our customers that include a variety of cash receipt and payment transactions in accordance with the institution's procedures. Answer inquiries and provide information to customers, cross-sells products & services when appropriate. Services will be offered with the highest consideration given to our service-quality standards, recognizing that quality is the key to retaining and expanding customer relationships.

This position is accountable to the Branch Manager.

Duties and Responsibilities:

1. Timeliness

- Process commercial and individual checking and saving deposits, verify cash and endorsements and issue receipts
- Accept loan payments
- Redeem U.S. savings bonds
- Sell cashiers checks and savings bonds
- Follow established procedures of balancing within the specified time period
- Follow up on any teller outages
- Balance vault daily within 15 min, 80% of the time
- Ensure that all outstanding teller exchanges, cash items, holdover and suspense items are cleared within designated time limits
- All shipments to Main Office must be ready to coincide with armored car delivery schedules

2. Accuracy

- Balance teller drawer daily
- Maintain established requirements for proof errors, customer transaction errors, endorsement errors, and incomplete work
- Handling of all transactions pertaining to cash and cash items including buying and selling cash to tellers
- Losses incurred will be considered as over/short for that month
- Balance vault daily-maintain balancing in accordance with bank policy
- Order and store supply of postage stamps for branch
- Ensure vault cash balance is in accordance with bank policy
- Balance and replenish ATM cassettes
- Process proof work accurately and within time deadlines utilizing branch capture procedures

3. Efficiencies/Projects

- Maintain established requirements for referrals and cross-selling
- Promote bank services as opportunities arise and/or refer customer to proper departments

4. Knowledge

- Provide correct and prompt answers to customer inquiries
- Must have an understanding of various products and services offered by the bank
- Cross-sell products & services
- Attend training on skills related to the job

5. Customer Service/Teamwork

- Provide courteous, accurate, and timely service to internal and external customers
- Follow the core values and standards set by the bank
- Offer willingness and cooperation to co-workers in all departments of the bank
- Accept responsibilities and look for additional responsibilities when appropriate
- Assist the Branch Manager with branch operations as needed including but not limited to: training new tellers and miscellaneous operational tasks

Other duties as assigned

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.

Minimum high school diploma or equivalency required. One year previous Teller experience required. Candidates must be detailed and good with numbers with the ability to add, subtract, multiply, and divide accurately. Must be computer literate with recent experience in Windows based software programs. Ability to write basic, professional business correspondence and operate a 10-key adding machine is required. Ability to apply common sense in daily teller transactions and in unusual situations. Must have the ability to learn and use teller system, basic computer functions and calculator. Resident of the El Paso Community and bilingual (English/Spanish language) strongly preferred.

Work Environment

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. Must be able to stand long periods of time, use hands to operate office machines, must have dexterity to handle money, and be able to lift up to 30 pounds. Must also be able to speak and hear to effectively to professionally communicate with customers and bank staff. Good vision is also required for close work and long distances. The noise level is moderate. This employee may be required to work in confined spaces.