



**Position** | Teller

**Classification** | Non - Exempt, Full-Time

**Posted** | 10/01/2018

**Location** | Albuquerque, NM

### **Summary**

Provide service to bank customers by conducting appropriate transactions and meeting the needs of customers by referring them to appropriate departments in the bank with a friendly, caring attitude.

### **Essential Functions**

- Receive checking and savings deposits: verify cash and endorsements, receive proper identification for cash back, and issue receipts of deposit
- Examine checks deposited and determine proper funds availability based on regulation requirements and complete Hold Notices
- Process savings withdrawals
- Cash checks: verify endorsement, receive proper identification, and ensure validity
- Identify counterfeit currency
- Answer basic customer inquiries regarding interest rates, service charges, and account histories while complying with disclosure requirements, regulations and consumer privacy policies
- Cross-sell bank products and services
- Refer customers to the proper department for issues that cannot be resolved at the teller line
- Count and roll loose coins
- Issue personal money orders and cashier's checks, accept orders and payment for U.S. Savings Bonds, and sell American Express Travelers Checks (single & multiple signer)
- Accept loan payments: verify payment amount and issue receipts
- Buy and sell currency from the vault as necessary, ensuring that teller drawer cash limits are not exceeded
- Ensure teller station is properly supplied
- Close accounts when requested
- Follow procedures for removing accounts for dormancy
- Balance drawer daily, including periodic batching of cashed checks
- Process cash advances, redeem U.S. Savings Bonds. Maintain appropriate currency logs
- Follow all bank policies and procedures
- Performs other duties as assigned



### **Competencies**

- Comply with bank regulations; maintain above average performance in all areas of compliance
- Effective/strong written and verbal communication skills
- Ability to deliver a high level of responsiveness and “above average” customer service to external/internal customers
- Strong Analytical Skills

### **Required Education and Experience**

- High School Diploma or GED
- One to two years of banking or financial experience
- Two or more years’ cash handling experience
- Customer Service experience

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change depending on qualifications.