

ALLIANCE BANK AND TRUST

POSITION DESCRIPTION

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**TELLER**

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Department: Retail

FLSA: Non- Exempt

Reports To: Personal Banker or Branch Manager

Supervises: none

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**Major Duties & Responsibilities:**

- Operate a paying and receiving teller window in a branch office, providing basic cash receipt and payment services in accordance with financial institution procedures, recording all transactions accurately and balancing each day's operations. Supports the understanding and adherence to the Bank's customer service and cross selling standards. May assist with Personal Banker tasks.
- Greets customers, creating a favorable, courteous and professional impression.
- Balances teller drawer daily, meeting Bank standards for accuracy and efficiency.
- Follows proper operating procedures and adheres to security guidelines. Reports any suspicious activity to personal banker or branch manager as appropriate. Stays abreast of robbery procedures to safeguard customers and staff members.
- May prepare or assist with regulatory reporting requirements such as currency transaction reports.
- Maintains knowledge of the Bank's services to take advantage of opportunities for selling and cross-selling of products and services.
- Participates in required training and performs function in accordance with BSA/AML policies and procedures.
- Performs other duties as required.

**GENERAL QUALIFICATIONS**

**Knowledge:** High School diploma or equivalency is required as well as the successful completion of in-house teller training program. Strong math aptitude and computer knowledge is essential. Familiarity with Bank products and services and an understanding of Excel and Word software programs would be helpful.

**Experience:** A minimum of one year of previous teller experience is required. Experience in other areas of a financial institution would be helpful. Previous customer service or customer contact experience is required. Must have experience successfully balancing a cash drawer.

**Skills:** Must be able to enter numerical data on computer with speed and accuracy. Must be able to operate standard office equipment such as adding machines, fax machine and money counter. Must

have cash handling aptitude. Strong interpersonal skills are necessary. The ability to communicate effectively with customers and employees is strongly desired.

**Physical Demands/Work Environment:** Vision, hearing, speech, movements requiring the use of wrists, hands and/or fingers. Must have ability to stand for long periods of time and may be required to exert up to twenty-five pounds of force occasionally. Must be available to work the scheduled days and hours required for completion of the tasks for this position. Learning, thinking, concentration, the ability to interact with others, the ability to exercise self-control and the ability to work under stressful conditions, particularly in customer and employee relations' situations are necessary. Must have ability to make decisions and exercise discretion when necessary.

Employees of Alliance Bank and Trust and applicants for employment shall be afforded equal opportunity in all aspects of employment without regard to race, color, religion, political affiliation, national origin,

Veterans' status, disability, marital status, gender or age.