

# Teller

## ***Summary:***

Provide service to customers regarding daily transactions, addressing inquiries and referring customer for appropriate services in accordance with Bank of Old Monroe policies. Maintain a position of trust and responsibility by keeping all customer business confidential.

## ***Primary Responsibilities:***

- Perform basic teller transactions: deposits, withdrawals, and split transactions.
- Balance Cash Drawer
- Sell Money Orders and Cashier's Checks
- Understanding of what a "debit" and "credit" in all transactions is to create a balanced transaction.
- Transfers both paper and paperless
- Ability to find and correct outages, search transactions in journal scan.
- Redeem Savings Bonds
- Handle Stop Payment requests
- Complete Holds on transactions. Have the knowledge of the different types of holds and amounts allowed
- Wire Transfers
- Basic understanding and completing a Currency Transaction Report (CTR)
- Closing Accounts
- Loan advances
- Able to provide accurate account information.
- Debit card knowledge: ordering, maintenance, and disputes
- ATM knowledge: Balance, load, and maintenance
- Cash in Certificate of Deposits (CD's)
- Adhere to bank policy and procedures.
- Excellent communication skills
- Present yourself in a professional manner and have a high level of service.

## ***Bank Secrecy & Compliance***

- Demonstrate an understanding of the governing regulations that are involved in the banking industry; including but not limited to: US Patriot Act, OFAC, Customer Identification and Bank Secrecy Act (BSA)
- Understand and comply with bank policies regarding customer/transaction compliance that could involve: money laundering, suspicious activity, structuring, etc.

## ***Additional Responsibilities:***

- Operate the Image Capture
- Capable of using document imaging system
- Initiate sales and be capable of effectively cross-selling bank products and services to customers, so that personal and bank goals are consistently met and/or exceeded.
- Continuously increase knowledge and skills through self-motivation, formal education, seminars and in-house training.
- Filing for all departments as needed

***Knowledge and Skill Requirements:***

Basic reading, writing and arithmetic skills required. This is normally acquired through a high school diploma or equivalent.