



Position Title

Teller

Reports To: Teller Supervisor	Classification: Non-Exempt	Department: Operations
EEO Category: Admin Support Workers		
Supervises: None	Location:	Status: Full Time

Job Summary

Provide an outstanding customer experience by accurately and efficiently processing customer transactions. This includes but is not limited to cashing checks, accepting deposits and withdrawals, processing loan payments and money transfers. Promote MCB’s products and services.

Essential Duties & Responsibilities

- Always provide excellent customer experiences
- Greet and assist customers to ascertain their needs
- Complete customer transactions accurately
- Identify customers, validate and cash checks
- Accept cash and checks for deposit reviewing for any necessary holds
- Process cash withdrawals
- Process loan payments
- Perform specialized tasks such as preparing cashier’s checks, and personal money orders
- Record all transactions promptly and accurately in compliance with bank procedures
- Balance cash drawer at end of each day
- Assist customers with problem resolution and escalate as necessary
- Process work accurately through branch capture in a timely manner
- Answer telephone inquiries
- Promote bank products and services to customers
- Identify fraudulent transactions and escalate to supervisor

Supervisory Requirements

Personnel Management: This position has no supervisory responsibilities

Physical Demands

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.

- The physical activities of this position may include climbing, reaching, standing, lifting, talking, hearing and performing repetitive motions.
- Medium exertion; exerting up to 50 pounds of force occasionally, and or up to 20 pounds of force frequently, and or up to 10 pounds of force constantly to move objects.
- The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; viewing a computer terminal.

Work Environment

The work environment characteristics 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.

- The noise level in the work environment is usually moderate.
- Employees, who work 7 ½ continuous hours or more, must take a 30-minute uninterrupted lunch break no later than 5 hours after beginning their workday

Education and Qualifications

Essential:

- High school diploma or equivalent
- BSA and other Bank related training through BAI is required annually

Knowledge and Skills

- Possess exceptional customer service skills
- Ability to complete tasks accurately and efficiently
- Team player who operates with a dynamic, “all hands-on deck” approach
- Strong problem-solving skills
- Strong commitment to MCB’s vision and role in the communities we serve
- Positive, resourceful, and flexible
- Ability to work effectively with individuals from diverse communities and cultures
- Outstanding written and verbal communication skills, interpersonal skills, active listening skills and relationship building capabilities
- Ability to multitask and perform a variety of job functions in any given day

Experience

Essential:

- Some clerical, administrative, cash handling, sales or customer service experience preferred
- Knowledge of customer service principles
- Relevant computer skills

Required Training

- | | |
|-----------------------------------------------|-------------|
| · Regulatory based on functional | As assigned |
| · Becoming a Professional Banker | (biennial) |
| · Career Planning & Development | (biennial) |
| · Creating an Outstanding Customer Experience | (annual) |
| · Essential Communication | (biennial) |
| · Engaging Our Customers | (annual) |
| · How to Make Yourself Indispensable | (biennial) |
| · Principles of Banking | (one time) |

Licenses and Certifications

Essential:

Desirable:

This job description is not an employment contract, implied or otherwise; therefore, employment relationship remains "at-will."

Employment Acknowledgement

I have read and understand the duties, responsibilities, qualifications and demands required of this position and acknowledge that Morton Community Bank may change or modify the position at any time, for any business reason.

Likewise, I understand that these are not the only duties to be performed by me while working for Morton Community Bank and that I will be required to follow instructions and perform duties required by my supervisor.

Employee Signature

Date

Equal Opportunity Employer: disability/veteran