

Job Title: Teller I	FLSA Status: Non Exempt
Reports To: Lead Teller	Revised Date: 2/10/2022

Position Purpose:

Build, maintain and strengthen customer relationships through efficient, professional, friendly and personalized customer service while processing customer transactions.

Job Duties and Responsibilities:

- Process accurate transactions such as deposits, withdrawals, or payments, resolve complaints or account discrepancies, and answer questions.
- Maintain and balance cash drawers and reconcile any discrepancies.
- Greet customers with a professional and friendly demeanor.
- Maintain knowledge of and ensure compliance with applicable regulatory requirements and internal policies and procedures.
- Log referrals and customer feedback through internal system on a regular basis.
- Handle currency, transactions, and confidential information in a responsible manner.
- Maintain and demonstrate knowledge of current bank products and services in order to provide accurate guidance and cross sell to customers.
- Meet Personal SMART Goals.
- Complete annual training as required.
- Participate in bank/community activities.
- Other duties as assigned.

Skills and Abilities Required:

- High level of professionalism.
- Interpersonal/service-oriented skills and aptitude.
- Ability to build professional relationships with coworkers and customers.
- High integrity and outstanding work ethic; ability to maintain confidentiality is a requirement.
- Ability to make timely, accurate and quality decisions.
- Excellent written and oral communication skills as well as the ability to read and understand policies and procedures.
- Strong attention to detail.
- Strong computer skills; working knowledge of Microsoft Word, Excel and Outlook.
- Proactive; desire to identify opportunities rather than react to problems.
- Ability to respond in a fast paced, fluid environment while maintaining a service-oriented mindset and excellent organizational skills.
- Strong sense of initiative; self-motivated.
- Ability to provide guidance to less experienced tellers.

Experience and Education Requirements:

- Minimum one (1) year cash handling experience, preferred.
- Minimum one (1) year customer service experience, preferred.
- High school diploma, or equivalent.

Physical Requirements:

- Typically requires sitting for long periods of time with frequent keyboard/mouse usage and intermittent stooping, bending and walking.
- May occasionally lift up to 25 pounds which may include the need for independent mobility: bend, reach, or kneel.
- Visual and auditory skills are required.
- May be required to work some evenings and/or weekends as necessary.

Performance Standards:

- Accuracy: Accurate processing of deposits, withdrawals and payments.
- Responsiveness: Timeliness of transactions and work completed.
- Relationships: Ability to work well and build relationships with other employees and customers.
- Guidance: Job knowledge and ability to provide guidance when needed.

Firststar Bank is proud to be an Equal Opportunity Employer: EEO/M/F/Disabled/Vets

Acknowledgement:

I have read this job description and fully understand the requirements set forth. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Firststar Bank.

Employee Name: _____

Signature: _____

Date: _____