



Job Description:	Teller
Department/Division:	Teller Operations
Status:	Non-Exempt / Full-Time _____ Part-Time _____
Reports To:	Supervisor or Teller Director
Supervises:	N/A

Job Summary:

Provides customer service, processing both business and individual banking transactions, performing the same duties as an Advanced Teller, but requires more supervision. Normally has less than one-year experience. Provides prompt, efficient, and friendly service involving receipt and payment of cash to customers. Acknowledges customer needs with suggestions appropriate to the bank's services. Follows the established bank policies and procedures for this position and follows the supervisor's direction.

Complies with all federal and state laws and regulations as well as internal policies and procedures of Wauchula State Bank including Wauchula State Bank's Program for Community Reinvestment (CRA), and the Wauchula State Bank's Code of Conduct. All employees are expected to comply with these responsibilities as they relate specifically to their jobs and their performance will be evaluated on the attainment of objectives set for compliance responsibilities.

Duties and Responsibilities:

1. Assures commitment to **Customer Service Quality Standards**.
2. Maintains contact with customers, conduct relationships in a manner that will enhance the overall marketing effort of the bank.
3. Adhere to Professional Behavior Guidelines and Professional Workspace Guidelines.
4. Efficiently and effectively operates computer terminal and supporting programs including, but not limited to, Phoenix Teller and Account Processing. Operate a teller terminal and printer, encoder, currency counter and any other equipment applicable to teller operations. May be asked to operate mail machine and assist with mail room functions.
5. Specific transactions may include, but not limited to, cashing checks, accepting deposits, selling cashiers checks, loan payments, negotiating foreign currency and checks, night drop deposits, mail in deposits and currency transaction reporting, and cash advances.
6. Other responsibilities include, but are not limited to, balancing cash advance terminal, preparing deposit books. May also serve as a Drive-Thru Teller. Will also be in the Saturday rotation.
7. Recieves loan payments, checks due dates, and assesses late charges when applicable. Refers and asks for assistance with loan payoffs or special payment requests.
8. Keep cash secure and maintain a high level of safety. Maintains a current Security Manual on hand at all times.
9. Balance cash drawer, keeping teller over and short to a minimum.
10. Must exercise accuracy, alertness, good judgment, courtesy, tact, and patience.
11. Occasionally fill in as needed in other areas of the bank – ie, statements, bookkeeping, etc. including branches
12. Desire and willingness to work in a collaborative, flexible and team-oriented work environment.



Experience:

1. Previous cash handling preferred.
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Education:

1. High School Diploma or its equivalent.
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Note the Following:

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- Individuals who cannot perform some of the requirements because they pose health or safety risks to themselves or other employees might be excluded from this position.
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform other reasonably related duties as assigned.
- Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently.
- This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.
- This position requires you to work at a computer and/or data entry work station.
- Must be able to lift 25 pounds.