



<b>Job Description:</b>	<b>Experienced Teller</b>
<b>Department/Division:</b>	<b>Branch Teller Operations</b>
<b>Status:</b>	<b>Non-Exempt / Full-Time</b>
<b>Reports To:</b>	<b>Branch Operations Manager</b>
<b>Supervises:</b>	<b>N/A</b>

**Job Summary:**

Provides quality Customer Service, processing both business and individual banking transactions. Must have at least 2 (two) years of teller experience. Provides prompt, efficient, and friendly service involving receipt and payment of cash to customers. Promptly 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 <b>Customer Service Quality Standards.</b>
2	Maintains contact with customers, conduct relationships in a manner that will enhance the overall marketing effort of the bank, and participate with community organizations and in community projects.
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 Teller Transactions may include, but not limited to, cashing checks, accepting deposits, selling cashier's checks, loan payments (checking due dates, and assessing late charges when applicable and asks for assistance with loan payoffs or special payment requests), negotiation of foreign currency and checks, night drop deposits, mail-in deposits, and currency transaction reporting.
6	Other responsibilities include, but are not limited to, balancing cash advance terminal, preparing deposit books, maintaining up-to-date cashier's check logs, daily balancing and restocking of ATM's. May also serve as a Drive-Thru Teller. Will also be in the Saturday rotation.
7	Maintains a high level of safety and security – keeping cash secure at all times! Promptly reports malfunctions or problems to Supervisor. Maintains an up-to-date Security manual on hand.
8	Balances cash drawer, keeping teller over and short to a minimum. Consistently demonstrates initiative and assists other tellers.
9	Must exercise accuracy, alertness, good judgment, courtesy, tact, and patience.
10	Desire and willingness to work in a collaborative, flexible and team-oriented work environment.
11	Have a broad overview of the bank's policies and procedures. Performs all duties in compliance with state and federal regulations and internal policies and procedures as is applicable to the position. Cross-trained to fill in as needed in other areas of the bank, including other branches.



**Experience:**

1	Minimum of two (2) years of teller or cash handling experience.
---	---

**Education:**

1	High school diploma or its equivalent.
2	Principles of Banking classes preferred.

**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 may 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 workstation.
- Position requires long periods of time standing; frequency 80% to 100%.
- Must be able to lift 25 pounds.