

JOB DESCRIPTION

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| Job Position: | Teller |
| Reports To: | Branch Manager or Branch Operations Supervisor |
| Department: | Various Branches |
| Assigned Schedule: | Various / Depending on Branch Need |
| Job Status: | Non-Exempt |

Job Summary: Processes a variety of basic customer service account transactions. Provides prompt, courteous, and friendly service with highest level of confidentiality. May be assigned a work schedule that best fit the needs of the Branch.

Essential Duties:

- Receive checks and cash for deposit, verifies amount and examines checks for endorsement.
- Cash checks and pay out money according to Bank policy.
- Order supply of cash and monitor their cash drawer limit on a regular basis.
- Balance cash drawer daily.
- Process customer orders for traveler's checks and cashier checks.
- Redeem savings bonds.
- Perform safe deposit box functions.
- Accept and processes loan payments.
- Process mail and night depository box transactions.
- Actively cross sell bank products and services.
- May be asked to provide on call teller coverage as needed if work schedule assignment is less than full-time.
- Answer telephone bookkeeping calls and completes transactions as requested.
- Resolve basic/and or complex customer inquiries, directly and indirectly depending on the level of teller experience.
- File, photocopy, process forms and send out notices.
- Responsible to observe and maintain the highest level of customer service.
- May reconcile and process coin counter transactions.
- May balance and fill ATM terminals.
- Reconcile monthly certifications.
- Proof and encode transaction tickets.
- Complete required training and compliance with Bank Secrecy Act/Anti-Money Laundering policies, procedures, including identification of suspicious activity, CTR (Currency Transaction Report) preparation and other job specific policies/procedures pertaining to this position.
- May perform other duties as required by business needs.

Vault Duties: May perform vault duties as proficiency and skill level progresses such as:

- Monitor and maintain established levels of cash in the vault and process orders under the established policy and procedures of the Bank.
- Verify sums of cash and coin and review all orders according to guidelines set by management.
- Balance vault daily.
- Ensures maximum security of the vault area.

Minimum Qualifications:

- Ability to develop and maintain organizational structure.
- Ability to coordinate a variety of activities and prioritize work.
- Basic clerical skills including filing, typing, 10-key and answering phone.
- Skills in the operation of a personal computer and intra/internet.
- Ability to understand computer online systems.
- Strong understanding of debits and credits.
- Ability to work in an environment with a high volume of production.
- Ability to communicate effectively both verbally and in writing.
- Ability to establish and maintain effective working relationships with a diverse group of people.
- Knowledge of cash handling.
- Ability to count coin and currency.
- Ability to operate a coin counter, fax, and copy machine.

Physical Requirements:

- Must be able to remain in a stationary position constantly.
- The person in this position needs to occasionally move about inside the office to access file cabinets and other office machinery; such as a copy and/or fax machine.
- Constantly operates a computer and other office productivity machinery; such as a calculator, copy machine, and printer.
- The person in this position constantly communicates with employees and/or customers with inquiries. Must be able to exchange information in these situations.
- Constantly assesses information from computer, manuals, spreadsheets and other bank systems.
- Ability to transport file boxes to another work location (records vault).
- Ability to drive and/or ride in a vehicle to attend educational training or required meetings.
- Ability to transport 0-20 pound coin bags from work station to vault area.

Education / Experience:

- A high school diploma or equivalent.
- Typically requires cash handling and customer service work experience.

Bank of Eastern Oregon is an Equal Opportunity Employer/of minorities, women, protected veterans and individuals with disabilities.

This job description is subject to change and other functions may be assigned/reassigned at management's discretion.

This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position.

This job description is not an employment contract.

The aforementioned job requirements are subject to change to reasonably accommodate qualified disabled individuals.

FOR HUMAN RESOURCES USE ONLY

Date of this Description: August 2004

Description last updated: July 1, 2014