



Teller Supervisor

Location: Cassville

Department: Operations

Reports to: Branch Operations Manager

Hours: Full-time, Monday – Friday 8AM-5PM, Saturday Rotation

Job Summary:

Freedom Bank tellers must be friendly, personable, and committed to delivering excellent customer service. They are responsible for processing routine transactions (deposits, withdrawals, payments, and check issuance) and may also perform various backup receptionist and/or clerical duties as needed.

Essential Job Functions:

1. In addition to Teller functions as needed, Teller supervisor is responsible for supervising Teller associates, providing specific guidance on special circumstances including holds, potential fraud, etc.
2. Coordinate and schedule Teller associates based on the needs of the Bank operations.
3. Perform an audit on all teller drawers/vault monthly.
4. Complete and submit teller outage report monthly.
5. Handle day-to-day customer interactions that escalate beyond initial contact.
6. Troubleshoot unique transaction situations.
7. Ensure daily vault balancing.
8. Confirm ATM replenishing and balancing weekly.
9. Work alongside tellers in a drawer daily, executing the highest level of customer service.
10. Other duties that may be assigned.

Meets the qualifications of Teller with superior performance in addition to the following:

- Minimum of 1 year in Teller position or equivalent experience.
- Must work a minimum of 40 hours per week.
- Completed the Teller Supervisor online training courses. Courses assigned by Branch Operations Manager at the request of associate (*coming soon*).
- Must be trained and knowledgeable on the **basic** functions of a backup Personal Banking Representative.
- Must have established, excellent rapport with coworkers and customers. Exceeds expectations regularly.
- Must exhibit professionalism in all scenarios whether with customers or other associates.

FREEDOM BANK

OF SOUTHERN MISSOURI

Job Requirements:

- Ability to provide friendly, accurate and efficient service to both customers and non-customers.
- Maintain effective co-worker relationships, remaining flexible to changes in workflow and schedules.
- Follow all bank policies and procedures including customer confidentiality, dual control measures, opening/closing procedures, and safety/security measures.
- Develop a rapport with bank's regular customer base to ensure a personalized service and solid business relationship.
- A quick learner, specifically regarding multiple computer programs and skills.
- Detail oriented and ability to multitask.
- Excellent oral and written communication skills.
- Ability to communicate in English.
- Excellent work habits, attendance, and ability to follow policies and procedures.

Physical & Environmental Conditions:

- This position exists in an office environment requiring the individual to perform normal activities including, but not limited to, lifting up to 50 pounds, sitting and standing for long periods of time.
- Must be mobile because files and equipment used may not always be close at hand.
- Position requires occasional travel between branches for meetings/training.

Working Relationships:

- All bank management and associates
- Customers and potential customers (in person and by phone)

Education:

- Minimum education level - A high school diploma or equivalent required.

Supervisory Responsibilities:

- Supervises branch Teller associates. Expected to assist Branch Operations Manager with annual review process, training, and performance proficiency for Teller associates.

Note: This position description is intended to describe the nature and level of work performed by the associate assigned to this classification. It is not an exhaustive list of all responsibilities, duties, skills required for associates in this classification.