

FREEDOM BANK

OF SOUTHERN MISSOURI

Teller I

Location: Branch Name(s)

Department: Operations

Reports to: Teller Supervisor/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. Process in-person retail and commercial customer transactions such as, but not limited to, check cashing, deposits, withdrawals, cash exchange, bank checks etc.
2. Answers basic inquiries and provides information to prospective and current customers regarding bank products and services, interest rates, account charges, and other pertinent account information while complying with disclosure requirements, regulations, and consumer privacy policies.
3. Balancing teller cash drawer, cash vault, ATM stay with limits and guidelines set by the bank. Scan and transmit daily work.
4. Processes night depository bags, mail deposits, savings bonds, check orders, loan payments, and other transactions as needed.
5. Detailed and accurate work on various forms, reports, logs, holds, cashier checks and money order and follows daily requirements set by the bank.
6. Follows all requirements of the Customer Identification Policy and additional policies that apply.
7. Be alert to fraud, special alerts on system, and counterfeit money/checks.
8. Examines checks deposited and determines proper funds availability based on regulation requirements regulations/laws that govern teller functions (including, but not limited to, Bank Secrecy Act/Anti-Money Laundering, Community Reinvestment Act, Americans with Disabilities Act, Right to Financial Privacy Act, Gramm-Leach-Bliley Act, Regulation E)
9. Other duties that may be assigned.

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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 report 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.
- Self-starter who is organized, efficient, and has great time management 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 as 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 preferred.

Supervisory Responsibilities:

- Does not normally supervise subordinates.

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.