

FIRST RESOURCE BANK

Title:	Teller/Personal Banker	Availability:	Monday – Thursday 8:00AM - 5:00PM Friday 8:00AM – 6:00PM
FLSA:	Non-Exempt	Location:	Lino Lakes, MN
Category:	Full Time	Reports To:	Branch Manager

Position Summary

The Teller is responsible for processing client transactions in an accurate and professional manner to comply with all regulatory laws, compliance and bank policies consistently while providing excellent customer service to ensure further bank growth. The Teller is responsible for all aspects of the teller function, including vault services, teller services, creating continual focus on the client, cross-selling and policy and procedural consistency. Responsibilities also include appropriate sales and referrals of products and services to existing and prospective customers, and establishing and maintaining a cooperative, coordinated work environment. This position will comply with state, federal, security and compliance laws and regulations.

Primary Duties

1. Balance and maintain a cash drawer on a daily basis to ensure the balance is maintained consistently by processing transactions accurately, keeping complete records and following established guidelines.
 2. Provide excellent customer service by greeting clients in a friendly and professional manner, handling transactions accurately and efficiently, being responsive to the client's needs and maintaining confidentiality of sensitive client information.
 3. Recognize opportunities to sell bank products and services that best fit the client's financial needs by having accurate knowledge of all bank products and services, keeping informed of special promotions, and referring clients to other departments when appropriate.
 4. Develop and maintain a thorough knowledge of bank security policies and procedures by consistently following established policies/procedures, being aware of suspicious activity, reporting security violations, and attending security training sessions.
 5. Performing miscellaneous duties relating to job function by completing tasks accurately and meeting the established deadlines for completion.
 6. Develop and maintain a thorough working knowledge of all laws and regulations including but not limited to those specifically relating to the teller area by demonstrating the ability to understand, follow and correctly apply regulations specific to position, keeping up to date with regulatory changes and identify violations and correcting them within regulatory time requirements.
 7. Maintain regular and predictable attendance, which includes opening and closing the Branch.
 8. Provides a range of customer services at the financial institution, including: preparing paperwork, application, or profile to open new accounts, explaining available products and services, and gathering client information to process new and existing accounts and services timely, all while listening for cross-sales opportunities.
 9. Responsible for the opening of new accounts, closing accounts, account maintenance, etc.
 10. Administrative Duties (i.e., overdrafts, reconciling, etc.)
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Secondary Duties

1. Assist with vault, ATM, currency ordering, security, and other tellering duties as required.
 2. Perform related clerical duties as assigned.
 3. Perform related reconciling tasks as assigned.
 4. Perform other duties as assigned or required.
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Supervisory Responsibility

This position has no supervisory responsibility.

Minimum Requirements

- High school diploma or equivalent.
 - Two years of previous Teller or related experience.
 - Demonstrated effective verbal communication skills as indicated by courteous and tactful, and effective interactions with customers, coworkers, and subordinates.
 - Thorough knowledge of Bank products, as well as the policies and procedures that relate to the Teller department.
 - Sales and service oriented team player skills.
 - Ability to operate a ten-key calculator, keyboard, photocopier, fax, telephone or other machines specifically related to position.
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System Access

Employee will have access to the following Bank systems at a level no greater than is needed to successfully accomplish their job functions.

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| 1. Network | 7. Baker Hill |
| 2. Email | 8. eOscar |
| 3. Integrated Teller | 9. Spiceworks |
| 4. Secure email | 10. BAI training |
| 5. Fiserv Precision | 11. CBIZ |
| 6. Fiserv Director | |
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Lending Authority

None
