

FIRST RESOURCE BANK

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| Title: | Teller | Schedule: | Varies - Monday – Thursday (7:30 am - 5:30 pm) Friday (7:30 am – 6:30 pm) Saturday (7:30 am – 12:30 pm) |
| FLSA: | Non-Exempt | Location: | St. Croix Falls, WI |
| Category: | Full - Time | Reports to: | Assistant 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.

Primary Duties

- 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.
 - 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.
 - 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.
 - 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.
 - Performing miscellaneous duties relating to job function by completing tasks accurately and meeting the established deadlines for completion.
 - 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.
 - Maintain regular and predictable attendance, which includes working some Saturday's and opening and closing the Branch, and attending Branch meetings.
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Secondary Duties

- Serves as backup for new accounts and account maintenance.
 - Assist in other areas of the bank as needed.
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Supervisory Responsibility

- This position has no supervisory responsibility.

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Minimum Requirements

- High school diploma or equivalent.
 - Previous customer service related experience.
 - Must possess a friendly, courteous and professional customer service attitude.
 - Basic mathematical skills.
 - Ability to maintain the integrity of highly confidential information.
 - Familiarity with computers.
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