



Teller II

DEPT./LOCATION: West Salem

REPORTS TO: Branch Manager

CLASSIFICATION: Non-Exempt/Full-Time

Position Summary:

This position is responsible for providing service to bank customers by conducting appropriate transactions and meeting the needs of customers by referring them to appropriate departments within the bank.

Duties and Responsibilities:

1. Responsible for all duties and aspects of the Teller I job description.
2. Attract and develop customer relationships by welcoming customers as they enter the lobby, determining the reason for their visit and directing them to the appropriate department.
3. Promote bank products and services to customers using a soft sales approach.
4. Provide accurate and timely service, which includes, but is not limited to, cashing checks and savings bonds, cash advances, accepting deposits, withdrawals, transfers, loan payments, dispensing monetary instruments, wire transfers, loan and safe deposit box payments, and completing check orders, within established guidelines and procedures.
5. Conduct all transactions between customers and/or conductors in accordance with River Bank's Cash and Check Acceptance Procedures, including, but not limited to, night drop, mail, locked bags, counterfeit, mutilated, cash drawer and vault procedures, verification of cash and the rotation of Vault/Contingent Vault Teller responsibilities.
6. Comply with bank operations and security procedures by participating in all dual-control functions.
7. Examine all checks that are accepted in compliance with River Bank's policies and procedures; placing applicable check holds, processing stop payments and EFT disputes, closing accounts, ensuring endorsements are verified and proper identification is obtained.
8. Balance cash drawer daily, including periodic batching of checks and end of day processing.
9. Balance and post vault transactions in accordance with all Vault Teller/Dual Control procedures during assigned rotation.
10. Recognize and report any fraudulent or suspicious activity to your supervisor.
11. Answer basic customer inquiries in person and via phone regarding interest rates, service charges, and account histories while complying with disclosure requirements, regulations and customer confidentiality and privacy policies.
12. Count and roll loose coins; strap and bundle cash.
13. Ensure confidentiality and compliance with all policies and procedures relevant to the position.
14. Responsible for office opening and closing procedures.
15. Ensure maintenance of equipment, and clean on a regular basis.
16. Keep up to date on policies and procedures, including the timely completion of all required and assigned training.
17. Examine tellers' daily transaction reports for accuracy and complete any necessary reports.



18. Acts as a mentor and provides support and additional resources to the frontline teller staff.
19. Keep up to date on bank products and new accounts policies and procedures.
20. Back up New Accounts independently as needed.
21. Sweep, vacuum, and dust as needed to maintain appearance of lobby and teller line.
22. Assist with other duties and projects as assigned by supervisor.

Desired Knowledge, Skills and Abilities:

1. Ability to travel to other River Bank locations to sub when needed.
2. Excellent customer service and mathematical skills.
3. Basic knowledge of bank products preferred.
4. Ability to work well under pressure, sometimes in a fast-paced environment.
5. Strong communication and organizational skills.

Position Requirements:

1. High School diploma or GED.
2. Cash handling and/or sales experience.
3. Customer Service experience.

Work Environment/Physical Demands:

Work is performed largely in an office environment, during normal business hours. Deadline pressure is an integral part of the job. Regular mental and visual concentration for computer usage and reading complex and technical compliance information is required. Position will alternate between walking, sitting, standing, stooping, bending, and occasional lifting up to 50 pounds of office supplies and/or documents throughout work shift.

Acknowledgement:

I understand that this job description describes the general nature and level of work performed by associates assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job, and does not create an employment contract. I also understand that I may be required to perform other job-related duties as requested by Management. All requirements are subject to change over time, within Management's sole discretion, and to possible modification to reasonably accommodate individuals with a disability.

Print Name

Signature

Date