



Teller

DEPT./LOCATION: North La Crosse

REPORTS TO:

CLASSIFICATION: Non-Exempt

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. Complete checking and savings deposits by verifying cash and endorsements, receive proper identification for cash back, and issue receipts of deposit.
2. Examine checks deposited to determine if proper funds are available based on regulation requirements.
3. Process savings and checking withdrawals.
4. Cash checks by verifying endorsements, receiving proper identification, and ensuring their validity.
5. Answer basic customer inquiries regarding interest rates, service charges, and account histories while complying with disclosure requirements, regulations and customer privacy policies.
6. Complete loan payments.
7. Issue personal money orders and cashier's checks.
8. Fulfill check orders as needed.
9. Count and roll loose coins.
10. Buy and sell currency from the vault as necessary, ensure drawer cash limits are not exceeded.
11. Balance drawer daily, including periodic batching of cashed checks.
12. Responsible for opening and closing procedures.
13. Sweep, vacuum, and dust as needed to maintain appearance of lobby and teller line.
14. Other duties as assigned by supervisor.

Desired Knowledge, Skills and Abilities:

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



Position Requirements:

1. High School diploma or GED preferred.
2. Cash handling and/or sales experience.
3. Prior 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 15 pounds of office supplies and/or documents throughout work shift.