



Regional Teller

DEPT: Teller

REPORTS TO: Branch Manager

CLASSIFICATION: Non-Exempt, Full-Time

Position Summary:

This Regional Teller 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. The Regional Teller will be assigned to work at multiple locations per business need and cover for anticipated or unexpected absences throughout the north and/or south regions.

Duties and Responsibilities:

1. 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.
2. Promote bank products and services to customers using a soft sales approach.
3. 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.
4. 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.
5. Comply with bank operations and security procedures by participating in all dual-control functions.
6. 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.
7. Balance cash drawer daily, including periodic batching of checks and end of day processing.
8. Balance and post vault transactions in accordance with all Vault Teller/Dual Control procedures during assigned rotation.
9. Recognize and report any fraudulent or suspicious activity to your supervisor.
10. 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.



11. Count and roll loose coins, strap and bundle cash.
12. Ensure confidentiality and compliance with all policies and procedures relevant to the position.
13. Responsible for office opening and closing procedures.
14. Ensure maintenance of equipment, and clean on a regular basis.
15. Ensure supply of money for branch meets business demand, working with other branches to ensure their supplies meet demand by completing Fed cash orders.
16. Balance and maintain Fed cash, as assigned.
17. Examine teller daily transaction reports for accuracy and complete any necessary reports.
18. Ensure the confidentiality of all company records and information.
19. Keep up to date on policies and procedures, including the timely completion of all required and assigned training.
20. Sweep, vacuum, and dust as needed to maintain appearance of lobby and teller line.
21. Assist with other duties and projects as assigned by supervisor.

Requirements:

1. High School diploma or GED.
2. Customer Service and/or sales experience.
3. Ability to travel to other River Bank locations as needed.

Desired Knowledge, Skills, and Abilities:

1. Cash handling experience.
2. Excellent customer service and mathematical skills.
3. Basic knowledge of bank products.
4. Ability to work well under pressure, sometimes in a fast-paced environment.
5. Strong communication and organizational skills.