



JOB TITLE: Teller Supervisor

DEPARTMENT/BRANCH: Branch

IMMEDIATE SUPERVISOR: Branch Manager/Retail BDO

FLSA STATUS: Non-Exempt

LAST REVISION DATE: October 19, 2019

JOB SUMMARY

Provides exemplary customer service, assists with training, supervision and coaching of the branch teller staff to ensure the same. Manages and accounts for all branch cash including vault supply. Insures education and coordination of appropriate bank policies, procedures, laws and regulations. Authorizes payment of checks and acceptance of large deposits. Processes customer transactions in a professional, efficient and accurate manner in accordance with federal guidelines and banking policy. Receives and disburses cash accurately, maintains a cash drawer and balances it daily. Interacts with customers to enhance the overall marketing effort of the bank. Exercises judgment with minimal supervision.

QUALIFICATIONS

Required Knowledge/Experience/Skills:

- High school diploma or equivalent
- Two or more years of Teller experience
- Knowledge of cash flow, bank operations, personnel and other departmental policies and applicable laws and regulations
- Strong math skills and proficiency with numeric keyboard
- Excellent communication skills

Preferred Knowledge/Experience/Skills:

- Additional banking experience (retail or operations) and/or general business courses
- Previous supervisory experience and demonstrated skills
- Proficiency with Microsoft Office and various bank systems

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Responsible for all the duties and responsibilities in the Teller job description
- Receives and sends currency to/from Federal Reserve or designated currency-handling end point accurately. Keeps optimum cash on hand. Maintains cash limits, no cross-shipping
- Handles/oversees loose coin received from customers
- Balances branch cash daily
- Recounts/reverifies strapped money sold by tellers before it goes to vault. Recounts before shipment goes to FED/end point
- Controls and distributes official checks and money order inventory within the branch. Balances money order statements monthly
- Balances and sends food coupons and Canadian currency according to established schedule
- Ensures ATM is adequately supplied
- Ensures teller drawers are counted under dual control
- Processes night depository under dual control
- Balances general ledger accounts (teller items, daily cash over, daily cash short)
- Works teller items (including "charge backs") daily
- Prepares monthly and quarterly reports on time. Reports include self-assessments, over and short reports, camera logs, vault opening and closing, monetary log, official checks and money order logs, policy and security violations, teller profile sheets
- Ensures CTR forms are prepared and sent to Operations daily
- Follows recovery procedure for any/all "Charge-Off" items
- Ensures bank cameras are functioning at all times
- Serves as a role model to tellers in terms of customer service, professional presence and technical skills
- Communicates bank's expectations and standards to tellers; coaches and follows up as needed
- Provides input to Branch Manager on Teller performance reviews
- Ensures Tellers follow daily procedures
- Monitors Teller's schedules and activities to provide exemplary customer service with minimal overtime
- Provides on-the-job training that complements other training and ensures use of standard procedures
- Understands security procedures and ensures teller line practices at all times

- Cross-trains teller(s) in the Teller Supervisor duties
- Interacts with other departments in a professional manner
- May serve as back-up to CSR and/or other branch staff
- May perform other duties as requested

AAP/EEO STATEMENT

This statement of policy reaffirms South Atlantic Bank's policy of equal employment opportunity in employment, compensation, training, transfers, promotions and all other aspect of employment regardless of race, color, religion, national origin, age, sex, veteran status, physical or mental handicap/disability and to state that we do carry out this policy at South Atlantic Bank. This policy also applies to all company-sponsored activities such as educational programs, tuition aid and social and recreational activities.