



JOB TITLE: On Call Teller

DEPARTMENT: Branch

IMMEDIATE SUPERVISOR: Branch Manager/Retail BDO

FLSA STATUS: Non-Exempt

LAST REVISION DATE: 06/07/2021

JOB SUMMARY

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 moderate supervision. The On-Call Teller provides coverage to a designated market on an as needed basis.

QUALIFICATIONS

- High school diploma or equivalent with good knowledge of basic math
- Additional banking or general business courses is helpful
- One-year cash handling and customer service background are required
- Teller experience preferred
- Bank operations experience would be helpful in understanding and explaining the reasons why certain procedures must be followed
- Ability to perform basic math calculations is essential
- Manual dexterity and proficiency with calculator are required
- Familiarity with computer terminal and typewriter is desirable
- Must have excellent customer relations skills
- Reliable transportation to travel within designated market

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Completes all transactions in accordance with established procedures
- Accepts business and personal deposits, loan payments and items for collection
- Cashes checks and processes savings withdrawals with authorized limits
- Redeems bonds and bond coupons
- Prepares appropriate cash in/out or debit/credit tickets for cash transactions
- Handles other services such as official checks and cash advances

- Processes mail deposits and handles night depository procedures (receiving, processing, and returning customer bags)
- Contacts customer regarding overdrafts and non-sufficient funds (teller item or charge back)
- May process large and complicated deposits for commercial customers
- Applies good security and safety habits at all times
- Balances cash drawer daily with accuracy (maintaining authorized cash limits); balances and supplies the ATM
- Balances and mails tax deposits
- Proactively and consistently delivers excellent customer service and follows up in a timely manner with customers as needed
- Interacts with other departments in a professional manner
- Maintains customer confidentiality at all times
- Perceptive to customer wants and needs. Asks appropriate questions to gain understanding and refers customers to other areas in the branch as applicable
- Promotes bank services and cross-sells bank products
- Understands and follows all security and compliance policies and procedures
- Demonstrates a professional attitude in actions, dress and communication
- Shows a willingness to take on new challenges
- Actively participates in branch and other meetings as requested
- Demonstrates willingness to assist co-workers as part of a branch team
- Understands and follows all bank policies and procedures (including attendance)
- May be responsible for backing-up Teller Supervisor, Customer Service Representative, and/or other branch staff member
- Travels within designated market working in the retail bank on an as needed basis
- May perform other duties as needed as requested by Teller Supervisor or Branch Manager

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.