



# Job Description

**Job Title: Teller**

**Reports To: Branch Manager**

## **Job Summary:**

Under general supervision, but conforming to established policies and procedures, the employee operates a teller's window by providing prompt, efficient and accurate customer service functions, representing the Bank in a courteous, professional manner. Answer incoming phone calls and directs customers to the proper personnel.

## **Key Responsibilities:**

- Provides courteous and professional customer service
- Accepts deposits and cashes checks to customer's accounts
- Cross-sells the Bank's services and products
- Processes credit card deposits and credit card advances
- Redeems U.S. Savings Bonds
- Accept loan payments and safe deposit box rental payments
- Admit customers to safe deposit boxes
- Answer customers inquiries and give balances after verifying identity
- Assist with answering phones if you do not have a customer
- Balances transactions at end of day and verify cash totals.
- Follow guidelines in Teller Manual for reporting overages and shortages to Head Teller.
- Perform duties as defined in the Bank Secrecy Act/Anti-Money Laundering Program
- Performs other duties as assigned by management
- Keep coins rolled as they are brought in. Maintain log for coin rolling.
- Cross train in other areas of Bank.
- Recyclers – Make sure recyclers are maintained and cleaned weekly.

## **Qualifications:**

- Required: High School Diploma or GED
- Required: at least 6 months' experience in a retail or sales position with cash handling responsibility.
- Preferred: Previous Teller experience a plus



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## Required Skills & Abilities:

- Excellent Communication and Interpersonal skills to represent the Bank in a positive way in dealing with customers and other employees
- Excellent Organizational and Time Management Skills
- Computer Literacy

## Physical Requirements:

- Prolonged periods of standing and working at a computer.
- Must be able to lift up to 15 pounds regularly but up to 50 pounds occasionally.

## Personal Attributes:

- Professional Communication and Interpersonal skills to represent Georgia First Bank in a positive way in dealing with customers and other employees is required.
  - Excellent Organizational skills to manage multiple tasks efficiently and keep transactions and documents in order.
  - Time Management Skills to efficiently handle peak times and manage customer waiting times effectively.
  - Problem-Solving Abilities to address and resolve customer issues or discrepancies in accounts.
  - Attention to Detail is critical for ensuring accuracy in all transactions and documentation.
  - Integrity and Trustworthiness are essential in handling sensitive financial information and cash.
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## What We Offer:

- A role at a respected and long-standing community bank.
- A supportive, growth-oriented work environment.
- Competitive compensation and benefits.
- Opportunities for professional development and career advancement.

## Georgia First Bank is an Equal Opportunity Employer

We are committed to creating an inclusive environment for all employees. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, or veteran status.