



## **Pentucket Bank**

*Start with heart.*

### **TITLE: Teller (FLOAT)**

In 1891, Pentucket Bank received its mutual charter and was open for business just one day a week in downtown Haverhill. Since our founding, we have been intentional about putting our mission to work. We build partnerships while we serve and lead within local businesses, organizations, and causes. It's how we help grow cities and towns into more vibrant and thriving places to live and work. As a community bank that exists to serve you, we see the possibility and potential all around us—and we are committed to strengthening community and helping you achieve whatever your heart is set on.

### **SUMMARY:**

Founded in 1891, Pentucket Bank is a mutually owned (non-publicly traded) financial institution focused on three key areas: our customers, the community, and our employees. With 6 branches and nearly \$1 billion in assets, we are profitable, strong, growing, and committed to remaining a mutual bank for many years to come. We want to hire team members who can add value, knowledge and creativity while also sharing in our passion for helping our customers and the local community. We are committed to celebrating each other, having fun, and recognizing the unique contributions that each of our employees makes. Joining our team would provide you with an opportunity to contribute to our success as well as many local non-profit organizations that benefit the community.

### **DUTIES AND RESPONSIBILITIES:**

- Teller process face-to-face Customer transactions for a variety of routine financial transactions.
- Greet and welcome customers to the Pentucket Bank in a courteous, professional and timely manner.
- Accurately process a variety of teller transactions, including over the counter transactions, lobby, walk up or drive up, mail or email transactions, following the bank's policies and procedures and maintain teller balancing standards. Accurately balance cash drawer, scan work appropriately and perform other teller functions as requested
- Maintain an up-to-date and comprehensive knowledge on all related policies, procedures, and rules and regulations. Processes financial transactions using sound judgement to minimize risk and potential losses from fraud and other decisions that will impact the Bank's financial results.
- Handle CRM calls of increased complexity, makes comprehensive notes on CRM
- Answer phones and assist customers with inquiries or professionally redirect call to the appropriate party
- May train and act as a mentor to new team members
- May be required to provide coverage for additional Branches other than the primary Branch of assignment on an as needed basis.
- Based upon business need, this position may require a transfer to another location or a change in work schedule (days or number of scheduled hours).
- Perform other duties as deemed reasonable.
- Adheres to safe deposit box procedures/ operations and guidelines
- Assists in exceeding service goals by minimizing Customer wait times and accurately and efficiently processing Customer transactions
- Educates and engages Customers in conversations regarding their current and future financial needs and educates Customers about Bank products and services
- Provides exceptional Customer service by meeting all Customer demands as they relate to relatively straightforward inquiries, with the support of more experienced personnel

- Recognizes sales opportunities and cross-sells bank products by making quality referrals, meeting all assigned teller goals
- Validates transactions for system or operational changes to ensure operational integrity and compliance to all required regulations
- Effectively ask questions and identify needs to enhance the customer relationship
- Detail oriented with the ability to function in a fast-paced and changing environment
- Communicates clearly and precisely to customers in person and over the phone.
- Listens carefully and asks questions to clarify understanding
- Learns about and diligently follows established risk management policies, processes and procedures
- Learns new methods and procedures or modifies them to meet new standards Is positive about new approaches and methods resulting from change
- Works effectively in team settings
- Shows appreciation for others' help and lends a hand when needed to complete shared tasks
- Be willing and able to cover at any Pentucket branch location, including the flexibility if needed, to move to another location on short notice. Work every Saturday.
- Contribute to the branch you are covering and to overall bank goals, and meet personal goals

**SUPERVISORY RESPONSIBILITIES:** None

**EDUCATION and/or EXPERIENCE:**

Associates degree; two to three years related experience and/or training; or equivalent combination of education and experience. Prior cash handling and customer service experience is a plus. Related work experience may substitute for education

**TECHNICAL SKILLS, TRAININGS OR CERTIFICATIONS:**

Adequate computer literacy including proficiency in Microsoft Office applications such as Word and Excel. Knowledge of banking teller or platform systems a plus. Knowledge of Customer Relationship Management systems a plus.

**OTHER SKILLS or ABILITIES:**

Strong “People” skills, comfortable multi-tasking, ability to work independently AND as a member of a team, capable in a relationship focused sales environment, including outbound calling to customers, attention to detail, problem solving and the ability to be pro-active. Pentucket Bank strongly encourages volunteerism and involvement in local community organizations. Bilingual is a plus.

**PHYSICAL DEMANDS:**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to walk and stand. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**

Business banking environment. Professional demeanor and appearance is required at all times. The noise level in the work environment is usually moderate.

**PENTUCKET BANK'S JOB DESCRIPTION ACKNOWLEDGEMENT FORM**

I acknowledge that I have received a written copy of the job description Teller (FLOAT) as set forth by Pentucket Bank. I understand the essential duties, responsibilities, and standards that are required of me in this position.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_