



**TITLE: Part-time Teller**

**SUMMARY:**

As a mutually owned, community bank, Pentucket Bank's top priorities are customers, employees and community. The teller role is a very important "face of the bank" position and often the person that our customers interact with the most. Therefore, this role presents key opportunities and responsibilities to create a great customer experience, build relationships, as well as to perform transactions with high accuracy. In the Teller role, you'll need to know all of the operational and compliance requirements, and also be able to present and explain Pentucket Bank products and services to customers regularly. This role requires the ability to communicate effectively with prospective and current customers and to represent Pentucket Bank in a positive and professional manner.

**DUTIES AND RESPONSIBILITIES:**

- 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.
- Maintain an up-to-date and comprehensive knowledge on all Pentucket Bank products and services. This includes the ability to present and explain Pentucket Bank products and services to customers as appropriate or refer the customer to a team member for assistance. Identify opportunities and make referrals for loans and to our Financial Services Advisor.
- 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
- Ability to work branch hours, which includes every Saturday
- 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.

**SUPERVISORY RESPONSIBILITIES: None**

**EDUCATION and/or EXPERIENCE:**

1 year of related experience and/or training; or equivalent combination of education and experience. Cash Handling and customer service experience preferred. Sales skills a plus. Knowledge of teller computer systems a plus.

**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.