



**TITLE: Teller I**

**SUMMARY:**

Tellers play a critical role in the customer experience and for many of our customers, are the “face of the bank”. Therefore, this role requires a strong ability to communicate effectively with prospective and current customers, retain and strengthen customer relationships and represent Pentucket Bank in a positive and professional manner.

The position requires the ability to consistently perform diverse monetary transactions with high accuracy and maintain accurate transactional records. In accordance with Pentucket Bank policies and procedures, the teller will meet balancing, compliance and regulatory requirements. Courses and/or training may be required.

**DUTIES AND RESPONSIBILITIES:**

Include the following, other duties may be assigned.

- Greet and welcome customers to the Pentucket Bank in a courteous, professional and timely manner, providing prompt and accurate customer transactions.
- 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.
- Accurately process a variety of teller transactions, including over the counter transactions, lobby, and walk up or drive up, mail or email transactions, following the bank’s policies and procedures.
- Maintain teller balancing standards
- Place holds on accounts as warranted, monitor transactions for risk to prevent loss to the bank.
- Count, check and package coins and currency.
- Balance cash drawer at the end of the shift to computer generated balance sheet. Research and resolve discrepancies. Report any discrepancy to the supervisor as necessary.
- Check night depository bags and record proper information according to Pentucket Bank procedures.
- Scan daily work and perform such other teller functions that might be needed from time to time, and assist others to complete tasks and work assignments.
- Answer phones and assist customers with inquiries or professionally redirect call to the appropriate party
- Maintain an up-to-date and comprehensive knowledge on all related policies, procedures, and rules and regulations, including robbery procedures.
- Promote, explain, issue and cross-sell other Pentucket Bank services including, but not limited to: electronic services, debit and Pentucket Bank cards, money orders and safe deposit boxes to meet sales referral goals
- Ensure that teller station is properly stocked with forms, supplies, brochures, etc
- Perform other duties as deemed reasonable.

**SUPERVISORY RESPONSIBILITIES:**

**None**

**QUALIFICATION REQUIREMENTS:**

**EDUCATION and/or EXPERIENCE:**

The ideal candidate will have an associate's degree; 1 year of related experience and/or training; or equivalent combination of education and experience. Prior cash handling and customer service experience 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.

**OTHER SKILLS or ABILITIES**

Ability to multi-task and accurately handle transactions in an efficient manner while professionally interacting with customers. Pentucket Bank strongly encourages volunteerism and involvement in local community organizations.

**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.