



Title: Assistant Head Teller

SUMMARY:

The Assistant Head Teller is a key role in the branch, responsible for the assisting in the operational oversight and staff supervision of the Teller Line, and acting in the Head Teller capacity in the absence of the Head Teller. This role may also include overseeing sales and relationship building efforts from the teller staff, and cross training as a Universal Associate to assist on the Platform. This role is a great foundation for becoming a Supervisor, and this role helps to set the tone for our day to day interactions with our customers who use the teller line. The Assistant Head Teller has involvement in and oversight of all teller line functions as described below. This position requires an ability to communicate effectively with prospective and current customers and fellow team members, and to represent the Pentucket Bank in a positive and professional manner. Courses and/or training may be required. Supervisory experience is preferred.

DUTIES AND RESPONSIBILITIES:

Includes, but not limited to the following. Other duties may be assigned.

- Oversees the quality and accuracy of transactions performed for our customers.
- Greet and welcome customers to the Pentucket Bank in a courteous, professional and timely manner, providing prompt, accurate and efficient customer transactions. Provides excellent customer service at all times. Provides guidance in a supervisory capacity.
- Presents and explains a complex number of Pentucket Bank products and services to customers, identifying opportunities to expand relationships. Helps to coach and motivate teller line staff to effectively and successfully identify referral opportunities by demonstrating that ability and example.
- Monitors staffing levels to ensure quality customer service is being delivered at all times.
- Handle a variety of transactions in keeping with Pentucket Bank policies and procedures which may include:
 - Receive checks and cash for deposit to accounts or withdrawal. Assist in processing mail or email transactions as needed. Receive consumer loan, home loan and other payments, and ensure accuracy when posting. Place holds on accounts for uncollected funds. Count, check and package coins and currency.
 - Provide vigilant oversight for potential fraud transactions, working with BSA on any suspicious activity
 - Provide branch staff with supervisory over-rides for those transactions which require a supervisor's approval.
 - Balance cash drawer/main vault, as required, at the end of the shift. Research and resolve discrepancies. Report any discrepancy to the Head Teller/Branch Manager/Assistant Branch Manager as necessary. Work with the tellers to ensure branch is in balance at the end of the day.
 - Check night depository bags and record proper information according to Pentucket Bank procedures.
 - Ensure that appropriate audits, testing and reports are being done in accordance with bank standards.
 - 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.
 - In the absence of the Head Teller, act as custodian of the branch vault cash, negotiable items, etc. Ensure all branch security measures are adhered to at all times. Preparation of cash shipments, in and out. Maintaining cash levels. Ensure timely submission of branch CTR's. Assist staff members in completing these documents as needed.

- Maintain an up-to-date and comprehensive knowledge on all Pentucket Bank products and services that are handled or promoted by tellers. Maintain an up-to-date and comprehensive knowledge on all related policies, procedures, and rules and regulations, including robbery procedures and branch cash limits.
- Promote, explain, issue and cross-sell Pentucket Bank services such as electronic services, debit cards, safe deposit boxes, Pentucket Club, IRA investments, Pentucket Financial Services, and money orders. This position may be cross-trained for platform functionality.
- Provides branch staff with feedback in regards to the clearing of batch errors, scanning errors or customer service issues.
- 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).

SUPERVISORY RESPONSIBILITIES:

Supervisory skills preferred. Sales training/coaching is strongly desired.

QUALIFICATION REQUIREMENTS:

EDUCATION and/or EXPERIENCE:

The ideal candidate will have an Associate Degree. One to two years related experience and/or training; or equivalent combination of education and experience. Knowledge of Pentucket Bank computer systems or experience on other bank teller systems. Related work experience may substitute for education.

TECHNICAL SKILLS, TRAININGS OR CERTIFICATIONS:

Proficient in computer skills, Word, Excel and other applications as needed. Ability to learn new technologies as presented. Cash handling experience required.

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 attire 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 for Assistant Head Teller, 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: _____