



Teller-Harbor Spring and Petoskey

Provides customer service, transaction processing, recommendation of bank products and services to branch customers. Follows security procedures. Handles, counts, and processes cash, coin, foreign currency, bank checks and credit card transactions. Balances cash drawer and helps as dual control for ATM and night deposits.

Responsibilities include but are not limited to:

- Counts, proofs and packages currency and coin.
- Maintains teller standards by delivering exceptional customer service by greeting by name, smiling and thanking customers for their business.
- Processes the following types of transactions: deposits, withdrawals, loan and tax payments, utility bills, credit card, U.S. savings bonds, travelers checks, cashier's checks, money orders and general ledger ticket transactions
- Maintains teller drawer with proper cash limits, counts money according to teller standards, processes cash transfers with dual control.
- Responsible for following compliance and security procedures; locks cash drawer when away from area.
- Balances cash offages by analyzing and resolving problems concerning transactions, completes difference reports for amounts greater than \$10.00.
- Follows regulations and bank procedures including but not limited to the check cashing policy, CTR reporting, customer identification, account verification, stop payments and endorsement procedures.
- Handles night deposit bags and maintains proper record-keeping with dual control.
- Follows and performs branch security procedures.
- Responsible for prompt handling of customer phone inquiries.
- Maintain a thorough audit trail and accurate receipts
- Recommends bank products to best meet customer needs
- Enrolls the customer in the recommended product or service or makes a qualified referral
- Acts as a courier for transfer of cash between offices when needed
- Opens and closes drive-up offices.
- Balances and fills drive-up ATM and performs ATM cut-off procedures.
- Perform other duties as assigned.

Education and Experience

High school diploma or equivalent. 10 Key and computer experience. Phone and customer service skills.

Job Specifications

Excellent cash handling, customer service and problem solving skills. Ability to stand for long periods of time. Twist, bend and pull up to 20 pounds of coin.

This job description is not intended to be all inclusive, and the team member will also perform other reasonable related business duties as assigned by the immediate supervisor and/or other management as required.

I have read and understand the essential requirements of this job. I have no physical problems or mental restrictions that would prevent me from safely and effectively performing all the essential job functions and occupational activities.