

**Requisition #: 03192**

**HEAD TELLER – Auburn Branch**

**Full time hours + 2/3 Saturdays per month 8:30 am – 12:30 pm**

**Saturday Hours paid 1.5x hourly rate**

**POSITION FUNCTION:**

Under the general supervision of the Retail Banking Officer/Assistant Branch Manager, performs a wide variety of teller and related functions to provide customer services in conformance with the established policy and operating procedures.

**ESSENTIAL FUNCTIONS:**

1. Oversees the operational activities of the teller line. Orders weekly cash; prepares coin for shipment. Provides cash for teller line from vault as necessary. Ensures the daily reconciliation of teller line and total branch activity.
2. Ensure branch conforms to all processes and policies to ensure satisfactory audits.
3. Processes wide variety of savings and related transactions, i.e., cash items, posting of monthly retirement checks, savings deposits, withdrawals, transfers, new account data, etc. Disburses cash to customers; prepares and disburses checks as required. Sells and redeems money orders, etc. Processes cash advances and collection items, as well as applications for direct deposit of SS, VA, and military checks. Handles all customer transactions with discretion and confidentiality.
4. Receives and processes customer payments, i.e., mortgage, installment and collateral loans, etc. Records payments and processes same.
5. Responsible for spot auditing tellers.
6. Provides direction and assistance to customers; actively cross-sells all available banking services within the scope of responsibility. Coaches tellers on cross selling techniques. Master the Salesforce referral platform and ensure all tellers are trained and using it for all referral opportunities.
7. Provides orientation and training to new personnel; assists manager in troubleshooting operational problems.
8. Trains tellers on the cash recyclers in the larger branches.
9. Responsible for security on the teller line.
10. Ensures adequacy of teller line supplies and materials. Assumes control responsibility for certain supplies.
11. Responsible for product and services knowledge as well as cross sales through referrals of the products and services based on prescribed goals.

**ADDITIONAL RESPONSIBILITIES:**

1. Ensures the proper maintenance of business machines, i.e., checks canners, adding machines, check printer, typewriters, instant card etc. Ensures the daily maintenance of security cameras.
2. May handle most operational and clerical duties relating to Safe Deposit Boxes.
3. May cover select duties and responsibilities of Branch Manager or Assistant Branch Manager as the need arises.

This position description covers the more prominent duties performed, and is not limited to other work duties that may be assigned.

4. May prepare a variety of reports and records, i.e., teller over and short records and report, computer down time records and report, ATM activity report, currency transaction log, etc.
5. May schedule teller line breaks, lunches, and evening and Saturday assignments.
6. Performs related teller, clerical and routine administrative functions as assigned or requested.

**SKILLS & QUALIFICATIONS:**

2+ years of teller experience, supervisory experience preferred, superior customer service skills, strong ability to sell to customer's needs, detail oriented, great communication skills, general math and computer skills, positive and friendly attitude and a team player.

**PHYSICAL DEMANDS:**

1. Hand dexterity required to operate Computer Terminal and/or related equipment.
2. Eye coordination required to operate Computer/Teller Terminal.
3. Drives to and attends meetings.
4. Moves around bank, between levels or floors while performing duties.
5. Lifts supply boxes and places in storage areas.
6. Stands at teller counter/station to process customer transactions/
7. Lifts cash/coin bags, cash drawers, files, records, etc.
8. Bending and stretching in Safe Deposit/Work area.
9. Sitting at desk or computer work station for periods of time.
10. Stands for periods of time, at work station.
11. Travels to bank facilities/locations on regular basis.
12. Walks around bank location in the performance of job duties.
13. Speaks and listens to customers and explains bank services.

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