

**AMERICAN NATIONAL CORPORATION
JOB DESCRIPTION**

JOB TITLE: Teller I

DEPARTMENT: Retail

GRADE LEVEL: D

EEO TITLE: 5 Administrative Support Workers

CLASS: Nonexempt

JOB GROUP: 5C

DOO: 12/2010

DOR:

JOB SUMMARY:

Serves the needs of existing and prospective customers. Greets each customer. Handles transactions and identifying sales opportunities. Potential business is referred to business partners. Responsible for timely completion of required training applicable to the position and regular and effective application of such training in the performance of the position.

ESSENTIAL JOB FUNCTIONS:

1. Ensures customer needs are being handled in a courteous and professional manner at all times. (15%)
2. Processes deposits to savings and checking accounts. Verifies amounts and examines checks for endorsement and negotiability. (15%)
3. Cashes checks and pays money from checking and savings accounts. Verifies signatures, account balances and examines all checks, bonds, money orders, savings withdrawals, etc. to determine negotiability. Processes transactions for various bank products and services, including, safe deposit boxes, travelers checks, money orders, cashier checks, savings bonds, credit card cash advances, loan payments, etc. (25%)
4. Fills commercial change orders. (5%)
5. Balances daily transactions and verifies cash totals. (10%)
6. Stays abreast of all campaigns and promotions. Cross sell products and services to current and prospective customers, refers potential business to appropriate business partners. (15%)
7. Achieves compliance certification and use knowledge of compliance regulations in day-to-day activities. (5%)
8. Performs clerical duties such as, answering calls, processing incoming mail and deliveries, filing, typing. (5%)

MARGINAL JOB FUNCTIONS:

Performs special projects and other related duties as assigned (5%).

PERSONAL FINANCES: Must have the ability to manage personal finances.

NECESSARY KNOWLEDGE, SKILLS & ABILITIES:

1. Knowledge of bank products and services.

2. Knowledge of banks organizational structure, policies and operating procedures.
3. Thorough knowledge of Teller operations to answer questions and resolve problems.
4. Basic understanding of the on-line computer system to enter and retrieve information effectively via a CRT scope or teller terminal, and ability to operate various office equipment such as: typewriter, adding machine, coin counter, coin roller, money counter and copy machine.
5. Interpersonal skills necessary to help coordinate department activities, including work assignments, and ability to communicate with customers and co-workers in a courteous and professional manner.
6. Ability to manage personal finances.

EDUCATION & EXPERIENCE:

1. High school graduate or equivalent work experience.
2. Four to six month's teller experience, or equivalent customer service and/or cash handling experience.
3. Previous sales experience preferred.

PHYSICAL REQUIREMENTS:

	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer, manuals and other communication.				X
Hearing: Must be able to hear to communicate with customers and co-workers in a busy environment.				X
Standing/Walking: Must be able to stand and walk to assist customers.			X	
Climbing/Stooping/Kneeling etc.:			X	
Fingering/Grasping/Feeling: Must be able to write and use keyboard.		X		

PHYSICAL DIMENSIONS:

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

NOTE: The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.