

JOB TITLE: TELLER

Location: Norwalk, Darien, Greenwich

Type: Non-Exempt

Position Summary:

Provide service to Bank customers by conducting transactions, assisting with inquiries, and resolving issues in a timely manner. In addition, through customer interactions, identify opportunities to cross-sell bank products and services with referrals to the Branch Platform.

Qualifications Required:

- High school diploma or equivalent
- 1 year of customer service experience
- 1 year of cash handling experience
- Windows proficiency

Essential Functions and Responsibilities:

- Identify opportunities to cross sell Bank products/services and refer customers to platform
- Support and assist with sales activities within the branch i.e. Mortgage Day
- Develop working knowledge of bank products/services via training, product manual, meetings, etc.
- Provide high quality service to every customer i.e. smile, greet, address by name, timely assistance, etc.
- Refer customers to a platform employee for transactions that cannot be addressed at the teller line
- Resolve customer inquiries i.e. interest rates, service charges, account histories, etc.
- Refer customers to the Head Teller/ABM for issues that you cannot resolve
- Protect customer privacy and maintain confidentiality
- Adhere to all policies/procedures in Teller Section of the Branch Operations Manual
- Perform Teller duties on a daily basis
- Receive checking/savings deposits/withdrawals: verify cash, endorsements, identification, and issue receipts
- Determine proper funds availability for checks deposited based on bank and regulatory requirements
- Count and bag loose coins
- Redeem U.S. Savings Bonds and Travelers Checks
- Issue/redeem money orders, cashier's checks, and certified checks
- Service safe deposit box customer
- Accept loan payments: verify payment amount and issue receipts
- Accept loan and property tax payments: verify payment amount and issue receipts
- Buy/sell currency from the vault as necessary, ensuring that teller drawer cash limits are not exceeded
- Balance teller drawer daily, including periodic batching of deposited checks and locating cash discrepancies
- Perform end of day balancing
- Complete Currency Transaction Reports (CTR), Suspicious Activity Reports (SARF), and monetary instrument logs (MIL)
- Balance ATM and load cash for ATM
- Ensure teller station is properly supplied and neat
- Maintain security of teller station including keys, combos, cash drawers, and teller work