

ARVEST BANK

Job Description

JOB TITLE: **Teller**

DEPARTMENT: Teller
SUPERVISOR: Teller Supervisor, Branch Manager or Assistant Branch Manager
EXEMPT (Y/N): No
EXEMPTION: N/A
DATE PREPARED: March 2000
DATE REVIEWED: November 2009 cds

SUMMARY: Under the supervision and guidance of the Teller Supervisor, Assistant Branch Manager, or the Branch Manager, the Teller accepts and processes transactions from the bank's customers by personal contact, mail, and night deposit. This person may serve in either the main bank or at a branch location, as duties are similar in nature at all locations.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned.

1. Provide exceptional customer service.
2. Accept customer teller transactions upon request after verifying identity and/or signature.
3. Maintain records of all transactions.
4. Cash checks and withdrawals up to authorized limits.
5. Prepare daily settlements of teller cash and proof transactions.
6. Explain policies and procedures to customers as applicable.
7. Suggest possible products and services that would be of interest to the customer and that would meet their needs.
8. Follow Teller Operating procedures.
9. May process change orders for commercial customers.

TEAM ACCOUNTABILITIES:

1. Cross-Sell other services of the bank.
2. Maintain a high level of cooperation and rapport with all associates.
3. Contribute to the overall growth, stability, and profitability of the organization.
4. Formulate and communicate new ideas and suggestions for improved efficiency and service.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

- High school diploma or general education degree (GED) required.
- Cash handling, customer service, bank, or other financial service provider experience preferred.

OTHER SKILLS AND ABILITIES:

- Must be able to arrive at work on time, work on site and have regular work attendance
- Must be able to work cooperatively with others
- Must be able to provide cordial customer service regardless of customer personality, presence or communication style
- Must be able to perform several tasks at once
- Must be able to work in a stressful atmosphere
- Must be able to rotate job tasks
- Must be able to occasionally work overtime
- Must be able to greet others cordially
- Must be able to coordinate multiple and changing priorities
- Must be able to verbally communicate with all other associates
- Must be able to operate telephone, copier and FAX machines
- Must be able to move from department to department or bank to bank to attend meetings
- Must be able to count
- Must be able to operate personal computer keyboard in order to create reports, schedules and other appropriate documentation

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk, hear, and sit. The employee frequently is required to stand and walk; use hands to finger, handle, or feel objects or controls; kneel or crouch while filing, and reach with hands and arms.

The employee must occasionally lift and/or move up to 52 pounds, may also include lifting overhead.

Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.