

Teller/CSR



*Salary Grade: 4
Non-Exempt*

JOB TITLE: Teller I

DEPARTMENT: Retail Float

REPORTS TO: Head Teller

Position Summary: The primary purpose of this position is to provide consistent, high quality customer service, including needs identification and cross-selling/referrals, while accurately and effectually processing financial transactions in strict accordance with bank's policies.

Functions:

- Processes all customer transactions in strict adherence to bank procedures, including savings; check; bond; cash; travelers checks; mortgage, consumer, and other loan payment; and night deposit transactions
- Resolves routine customer service concerns and/or notifies the appropriate authority to do so
- Explains, promotes, refers, and/or sells products and services based on customers' needs, i.e., travelers checks, money orders, cashier checks
- Meets or exceeds defined sales, referrals, and service goals
- Cashes checks and pays out money after verification of signatures and customer balances according to Check Cashing guidelines
- Processes transactions on the bank's operating system(s)
- Accurately and in a timely fashion balances currency, coin, and checks in cash drawer within specified time periods and at shift's end (in strict accordance with bank's guidelines)
- Removes deposits from, and counts and balances cash in automated teller machines and night depository
- Performs other assigned duties essential to the operation of the branch
- Occasionally "fills in" for other branches at the request of management
- Actively participates in community service and consistently represents Dime Bank in a professional manner

Knowledge, Skills, Requirements:

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Requires a high school diploma or its equivalent and an adherence to the bank's training policies and requirements.

- Aptitude for mathematics
- Able to strictly follow instructions, policies, procedures, and confidential protocol
- Adhere to compliance of all applicable Federal and State bank regulations, as well as Dime Bank policies and procedures
- Excellent customer service, including customer relationship building and product and services referral skills
- Top-notch communication skills
- Competent keyboard skills and familiarity with computers
- Organizational skills, i.e., maintain an organized and efficient workspace
- Initiative
- Ability to work closely and harmoniously with others in a busy environment

Physical Demands and Condition Requirements:

- General office environment
- Standing for extended periods of time
- Ability to lift bags of coin

Equipment Used:

- General office equipment, i.e., calculator, photocopier, etc.
- Computer
- Coin machine
- Bill counter
- Check filmer

ADA: The employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

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JOB TITLE: Customer Service Representative I

DEPARTMENT: East Lyme Branch

REPORTS TO: Assistant Branch Manager; Branch Manager

Position Summary: The primary purpose of this position is to provide consistent, high quality customer service, while identifying needs, selling and cross-selling products and services, and managing referrals, in processing transactions, including opening new accounts and conducting basic loan origination.

Functions:

- Processes all customer transactions in strict adherence to bank procedures, including opening new accounts, providing product and services information, and processing loan originations and requests in accordance with lending authority guidelines
- Explains, promotes, refers, sells, and/or cross-sells products and services based on customers' needs
- Uses sales and services techniques to encourage retention and expand customer relationships
- Employs problem-solving skills and sound judgment in resolving customer problems, concerns, requests
- Meets or exceeds defined sales, referrals, and service goals
- May provide training for branch personnel
- Processes transactions on the bank's operating system(s)
- Assists in the opening/closing of the branch in compliance with security procedures
- May remove deposits from, and counts and balances cash in automated teller machines and night depository
- Rents safe deposit boxes
- Performs other assigned duties essential to the operation of the branch
- Occasionally "fills in" for other branches at the request of management
- Actively participates in community service and consistently represents Dime Bank in a professional manner.

Knowledge, Skills, Requirements:

Requires at least a high school diploma or its equivalent, six months experience as a Teller, and an adherence to the bank's training policies and requirements. Financial products and services sales a plus. Knowledge of banking regulations and life insurance license or licensure.

- Aptitude for mathematics
- Able to strictly follow instructions, policies, procedures, regulations, and confidential protocol

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- Adhere to compliance of all applicable Federal and State bank regulations, as well as Dime Bank policies and procedures
- Excellent customer services, including customer relationship building and product and services referral skills
- Top-notch communication skills
- Competent keyboard skills and familiarity with computers
- Organizational skills, i.e., maintain an organized and efficient workspace
- Initiative
- Ability to work closely and harmoniously with others in a busy environment

Physical Demands and Condition Requirements:

- General office environment
- Ability to lift bags of coin

Equipment Used:

- General office equipment, i.e., calculator, photocopier, etc.
- Computer
- Coin machine
- Bill counter
- Check filmer

ADA: The employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.