

Head Teller



*Salary Grade: 5
Non-Exempt*

JOB TITLE: Head Teller

DEPARTMENT: Norwichtown Branch

REPORTS TO: Branch Manager

Position Summary: The primary purpose of this position is to ensure all Tellers 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:

- Supervises Tellers – handles HR-related activities, e.g., interviewing, performance management, ETime processing, etc. in conjunction with Assistant Branch Manager and/or Branch Manager
- 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
- Mentors, acts as a guide, and learning resource for individuals in Teller line; including providing specific on-the-job training for new Tellers
- Employs sound judgment in decision-making and coaching activities
- Monitors Tellers to ensure compliance with bank procedures and policies
- Assists Tellers in locating cash discrepancies
- 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 individual sales, referrals, and service goals and coaches to achievement of Branch goals
- Resolves routine customer service concerns and/or notifies the appropriate authority to do so
- 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); Ensures accurate cash management, e.g., ordering, shipping, levels, etc.
- Removes deposits from, and counts and balances cash in automated teller machines and night depository
- Rents safe deposit boxes and opens new accounts
- Performs other assigned duties essential to the operation of the branch

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- Occasionally “fills in” for other branches at the request of management
- Completes end of day branch balancing and reports
- 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, one or two years of job related experience, and an adherence to the bank’s training policies and requirements.

- Aptitude for mathematics
- Able to strictly follow instructions, policies, procedures, regulations, 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
- First-rate supervisory 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.