***SENECA SAVINGS***

***JOB DESCRIPTION***

***35 OSWEGO ST.***

***BALDWINSVILLE, NY 13027***

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| --- | --- | --- | --- |
| *Job Title:* | **Full Time Teller** | *Employment*  *Classification:* | **Non-Exempt** |
| *Report To:* | **Regional VP** | *Prepared by:* | *Laurie Ucher, Regional VP* |

Office: Baldwinsville, Liverpool & North Syracuse

Division: Operations / Savings

**Full Time Teller Position - will primarily cover the Baldwinsville Branch, but can be asked to Liverpool and North Syracuse Branches when needed.**

**37.5 Hours Per Week**  
**Baldwinsville Branch**  
**35 Oswego St**

**Baldwinsville, NY 13027**

**JOB SUMMARY**:

The Teller provides excellent customer service to Association customers by conducting a variety of transactions and by referring Association products and or services designed to meet the customers banking needs. The Teller also refers customers to the appropriate departments within the bank for more complex services such as Lending or Investment products. Tellers are the customer’s primary source of contact and as such Tellers are required to maintain a professional, pleasant atmosphere while representing the Association.

**QUALIFICATION STANDARDS:**

* High School Diploma or GED
* Basic knowledge of keyboarding/computers
* Must have pleasant, personable and professional relationship skills for customer contact
* Strong communication skills
* Professional image
* Must work well with others / TEAM Player
* Prior cash handling experience preferred
* Prior customer service experience preferred
* Must be able to take direction from Supervisor
* Must be able to work rotating schedule to include Saturdays
* Must be able to attend after hour meetings as required
* Travel between office locations sometimes required
* Must be able to adapt

**ESSENTIAL JOB FUNCTIONS:**

* Performs a variety of transactions according to Association policy and procedures as well as Federal and State regulations. Transactions include but are not limited to; deposits, withdrawals, check cashing, payment processing, issuing bank checks, and issuing money orders, processing credit card cash advances, redemption of US Savings Bonds, verifying signatures as compared to internal signature cards and customer’s identification, various other transactions as assigned.
* Ensures the supporting transaction documentation (calculator tapes, transaction documents) is complete and accurate. Completes a variety of transaction related forms and or reports according to Association policy and procedure.
* Will be trained in and must be knowledgeable of new accounts which will require knowledge of the various product types offered by the Association and knowledge of new account documentation.
* Closes accounts according to Association policy, Federal and State regulations.
* Verifying all incoming and outgoing cash and coin for assigned cash drawer. Maintains key to cash drawer in a secure manner, not to be shared with anyone. Keeps total cash drawer amount within established limits according to policy. Balances working cash drawer each working day. Will be trained in and must be knowledgeable of the Associations Counterfeit Currency Policy.
* Answers basic customer inquiries regarding interest rates, accounts and services offered by the Association, such as Online Banking and Visa Check Card, account transaction history, services charges and other general banking questions.
* Resolves routine customer problems and refers more complex issues to the appropriate person / department.
* Responsible for security related functions, such as locking cash drawer and teller station when away from assigned work area, changing passwords according to Association policy and maintaining all passwords in a secure fashion, not to be shared with anyone.  Will be trained in and must be knowledgeable of the Association Security Program.
* Refers Association products and services. Maintains up to date knowledge of all Association products and services and refers customer to Branch Manager for additional information.
* Successfully complete the Associations teller training program within.
* Participates in and completes annual training of various regulatory requirements as assigned.

**SUPERVISORY RESPONSIBILITIES:**

This position does not have any supervisory responsibilities.