

Job Description: National Grand Bank of Marblehead  
Title: Teller  
Department: Teller Operations  
Reports To: AVP Retail Operations Officer  
FLSA: Non-Exempt

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**Position Summary:**

Performs a variety of customer service functions and acts as the first line of communication with the customers. Handles all levels of general banking functions and must create the proper image of the bank and cross-sell bank services whenever a need is perceived.

**Essential Duties and Responsibilities:**

The essential functions include, but are not limited to the following:

- Is responsible for comprehensive, prompt and efficient customer transactions.
- Performs a variety of customer service functions including processing checking, savings and loan transactions. Sells and redeems bank checks and money orders.
- Responsible for verifying amounts, endorsement, dates and customer identification for cashing checks or processing account withdrawals and deposits (within the limits assigned).
- Prepares daily settlement sheets, counts cash, total deposits and withdrawals, totals and verifies check deposit amounts. Records all other transactions. Responsible for balancing.
- Acting as front line for BSA compliance, required to log all cash transactions of \$3,000 or more, including negotiable instruments purchased.
- Refers customers to CSR when there is need for further service.
- Required to work weekends as needed.
- Assists with outgoing mail preparation. Performs other duties in the department as required or requested.
- Reports malfunctions of teller terminals and other equipment used at the teller station to supervisor.

- Ensures that the teller station is properly stocked with forms, supplies.

#### **Other Duties and Responsibilities**

- Available for weekend coverage as required.
- May perform other duties as assigned.

#### **Minimum Qualifications (Education, Experience, Skills):**

- High School diploma or equivalent.
- One to two years of job-related experience, including formal teller training.
- Must have good basic computer operation knowledge, as well as good standard office equipment skills.
- Excellent attention to detail, strong interpersonal and superior customer service skills.
- Ability to multi-task.

#### **Physical Demands and Work Environment**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.
  - While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or finger, handle, or feel objects, tools or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.
  - The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.
  - The noise level in the work environment is usually moderate.
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This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-

related duties requested by any person authorized to give instructions or assignments.

All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

Manager's Name

Date

Received and accepted by:

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Employee's Name

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Date