



### Reports to

Retail Banking Officer

### Job Summary

This position is primarily responsible for providing quality customer service by processing transactions, answering inquiries (phone, in person, mail, etc.), and identifying products/services to improve the customer relationship.

### Position

Full Time

### Duties and Responsibilities

- Process customer transactions efficiently and accurately, operating teller equipment and drive-up window, as required
- Protect the bank's financial interest by controlling and balancing the assigned cash drawer and negotiable items received and disbursed during daily transactions, identifying payees and verifying signatures and endorsements, and remaining up to date on all warning memos distributed
- Provide a positive, memorable experience for clients
- Perform routine office and clerical duties such as preparing change orders, processing night deposit items, and processing mail
- Support the bank's sales objectives by selling and cross selling all bank products, or by referring customers to other bank personnel responsible for such sales
- Answer telephone inquiries and provide information in accordance with bank policy
- Complete required job specific training and attends ongoing training sessions, as required

### Education/Experience Required

- High school diploma or GED
- Cash handling experience

### Qualifications

- High degree of accuracy
- Highly self-motivated with ability to work independently
- Excellent customer interactions
- Good organizational skills and attention to detail
- 10-key skills
- Ability to take responsibility for personal performance and development

### Physical Requirements and Working Conditions

This position will be exposed to a normal office environment



Teller

### **Internal**

- Follows all bank policies, including but not limited to the Bank's Information and Security policy
- Responsible for an understanding of BSA/AML and OFAC policies at American National Bank Fox Cities, as it pertains to observing customer transactions for reporting requirements, OFAC verification, customer identification, and identifying suspicious activity and reporting it to the BSA officer
- Participation in annual all employee BSA/AML and OFAC training and additional training as it pertains to operational responsibilities
- Performs other related or assigned duties as required

### **Disclaimer**

This job description indicates the general nature and level of work expected of the applicant. It is not designed to cover or contain a comprehensive listing of activities, proficiencies, duties and responsibilities of the applicant. If an offer for employment is extended, the applicant may be required to perform other related duties. This job description does not establish a contract for employment and is subject to change at the discretion of the bank.