



## JOB DESCRIPTION

**Title:** Teller Supervisor  
**FLSA:** Non-Exempt  
**Date:** May 2021

**Department:** Retail  
**Reports To:** AVP Retail Leader

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### Position Summary

Under the direction of the AVP Retail Banking Leader, the Teller Supervisor is responsible for the day-to-day operations and leadership to the Tellers. The Teller Supervisor is accountable for driving a strong customer focused culture within the branch and will serve as the subject matter expert on the Teller line. Responsibilities of the position include but are not limited to: processing transactions efficiently, professionally, and accurately, maintains high level of customer service, identifies customer needs and promotes bank products and services, open and closes customer accounts, cross-sell products and services, coach mentor and train, and performance management.

### Primary Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Embraces the bank's core values of servant leadership, persistence, curiosity, growth and listening.
- Accountable for driving a strong, customer focused culture and experience within the branch.
- Oversees and provides leadership to teller staff. Spends time supervising, coaching, developing, motivating, training, scheduling, prioritizing and delegating work assignments.
- Monitors sales and service opportunities and mentors tellers to achieve goals. Sets both individual and team goals in partnership with the AVP Retail Leader.
- Onboard and train new tellers. Identify gaps and training opportunities among current tellers and develop individual learning plans.
- Participates in daily branch operations and teller duties by actively and efficiently processing transactions and opening and closing the branch. Lead branch in absence of AVP Retail Leader.
- Open/Closes accounts when Personal Banker and/or AVP Retail Leader are unavailable. Promote retail and other bank products and services.
- Ensures customer accounts and requests are serviced accurately in accordance with bank policy and procedure. Accepts and process deposits, withdrawals, transfers, check cashing, loan payments, and other transactions. Oversees the process of branch capture and verifies the accuracy or scanned documents to minimize non-posts and errors.
- Proactively seek solutions to customer service and efficiency issues. Assists teller staff in complex transactions, customer questions/issues, and daily needs and requests.
- Responsible for performing teller and vaults audits monthly, or more frequently, if needed or required to ensure compliance with bank, state, and federal regulations. Verifies/assists tellers with variances or balancing problems.
- Actively participate and/or in retail meetings and huddles.
- Ability to make independent decisions within bank policy and procedures while exercising good judgement and keeping the bank's financial interest in mind. Follows all bank policies, including but not limited to Anti-Money Laundering laws and regulations, Bank Secrecy Act and USA PATRIOT Act.

### Additional Duties and Responsibilities

- Excellent comprehension of all applicable bank and branch policies and procedures.
- Actively participate in bank functions and community activities as a representative of the bank.
- Maintains up to date knowledge and develop professionally on a continuing basis. Participate in internal and external training and development opportunities as required.
- Performs other duties as assigned or requested.



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### **Supervisory Responsibilities**

Carries out supervisory responsibilities in accordance with the bank's policies, procedures, and applicable laws. Responsibilities include but are not limited to providing continuous feedback and coaching; conducts performance development check-ins and reviews; ensures employees are thoroughly trained and knowledgeable on all bank products and service standards; participates in the interview, selection, and onboarding of new employees; participates in terminations; addresses complaints and resolves problems.

### **Work Relationship and Scope:**

Reports directly to the AVP Retail Banking Leader. Works closely with other bank employees as necessary to ensure customer satisfaction. Works regularly with confidential bank, business, and customer information.

### **Measures of Performance**

Quality, accuracy, reliability, friendliness, thoroughness and timeliness of services provided to internal and external customers; adherence to banking regulations and accepted audit procedures; ability to earn the trust and respect of employees and co-workers; effectively communicates and develops good working relationships with co-workers; professional workplace appearance and conduct; keeps Bank, customer, and employee information confidential; participates in training and appropriate professional development; reliability in reporting to work regularly and on time; understands and adheres to Bank policies and procedures; informs customers and potential customers of additional Bank services when appropriate.

### **Knowledge, Skills and Abilities Required**

Requires a high school degree and minimum of three years retail banking (teller) and two years of management experience or a combination of education and experience. Proven customer service experience. Knowledge of retail banking products and services, bank rules, regulations, policies and procedures, loan application and documentation preferred. Ability to effectively profile customer for financial information. Must possess a courteous and professional customer service attitude; technical ability to input and retrieve computerized information; excellent communication skills for interacting professionally with employees and customers; ability to maintain the integrity of highly confidential customer and Bank information; ability to deal effectively with time pressures and stress that can change hourly depending on level of customer activity; effective problem-solving skills.

### **Working Conditions**

Work is performed primarily in a pleasant office environment with minimal chance for personal injury. Prolonged sitting and mental and visual concentration for computer usage required. Must be able to lift and move up to 30 pounds of coin, office supplies and equipment. Some bending, turning, and twisting to file and retrieve documents. Hours worked are generally during normal business hours, with occasional after hour activities in support of the bank.