BRIDGEVIEW BANK GROUP

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JOB DESCRIPTION

Job Title	Teller		
Reports to	Teller Supervisor	*EE Type*	Non Exempt

POSITION PURPOSE

The Teller is responsible for attracting, retaining, and expanding client relationships while delivering an exceptional customer experience. He/she will deliver substantial financial results through relationship building and cross selling activities. The Teller will actively participate in development plans and reflective coaching activities to consistently improve performance. He/she are responsible for completion of all operational processes in a timely and proficient manner while ensuring compliance with policy and procedures, risk, and regulations.

COMPETENCIES

- **Change Orientation**– Displays openness to change with a positive attitude.
- **Customer Focus –** Understands the needs of our customers and seeks clarification as needed. Responds to customers in a professional and knowledgeable manner by establishing rapport and demonstrating the ability to create customer loyalty.
- **Accountability –** Taking personal responsibility and ownership for meeting commitments. Accepts responsibility for assigned tasks.
- **Self – Motivation –**Be proactive and takes initiative to develop skill sets that enhance career opportunities.
- **Teamwork –** Works cooperatively and collaboratively with others and supports the success of the overall team and Bank. Participates as a team member; follows through on commitments; shares information and resources with others to further their success; supports management's direction.
- **Values and Respects Others –** Encourages and supports diversity of thoughts and ideas. Demonstrates honest, ethical behavior at all times; treats all people fairly and makes them feel valued; builds positive relationships with Bank employees.

PRINCIPLE ACCOUNTABILITIES

Profitability

- Retain and expand high value bank relationships.
- Uncover additional client needs and identify opportunities that increase existing personal and business growth.
- Partner with manager and teller supervisor to grow core deposit balances through relationship expansion and attraction activities.
- Maximize income by improving fee collection and minimizing fee waivers.

Excellence

- Deliver exceptional client experience, measured by BBG customer service standards.
- Engage in benefit driven conversations during client interactions.
- Communicate with clients, business partners, and co-workers in a timely and professional manner.
- Assist customers with requests, complaints, and follow-up on details to resolve matters to the customer's satisfaction.

Outreach

- Assist Branch Manager, Personal Bankers as they conduct "Telecare" calling activities to expand client relationships.
- Aid Branch Manager and Personal Bankers through research and/or extra activities in order to attract new clients.
- Actively participate in community and bank sponsored events.

Productivity

- Collaborate with manager, bankers, and business partners on relationship building skills to meet or exceed referral expectations.
- Determine and execute necessary activities to meet or exceed agreed upon goals.
- Track, review, and communicate individual progress in a timely and comprehensive manner.

Leading and Learning

- Continually strive to improve performance through individualized activity plans and reflective coaching.
- Maintain effective team communication and participate in regular sales meetings and huddles.
- Participate in individual learning and development plans.
- Comprehensive knowledge of products, services, and all bank systems necessary to perform job duties.

Efficiencies

- Participate, attend, and follow all required training sessions for compliance, operations, and risk.
- Perform all operational processes timely and proficiently.
- Consistently follow bank security procedures, dual control, and escalate fraud situations to Security Administration.
- Ensure proper teller balancing, branch capture and record retention to reduce loss and improve efficiency.
- Demonstrate speed, efficiency and dependability.

Perform other responsibilities as assigned
Knowledge Preferences: 1 year cash handling