BRIDGEVIEW BANK GROUP

JOB DESCRIPTION

Job Title	Senior Teller		
Reports to	Teller Supervisor	*EE Type*	Non-exempt – Band 1

POSITION PURPOSE

Deliver an exceptional client experience through addressing client service needs in an efficient and timely manner. Additional responsibilities are assigned to Senior Teller based on branch needs.

COMPETENCIES

Communication

Good listening skills; asks questions to ensure understanding. Explains reasoning behind own opinions. Shares knowledge, demonstrates openness and honesty. Writes and speaks effectively, states own opinions clearly & concisely.

Cooperation & Teamwork

Works harmoniously with others to get the job done, responds positively to instruction or procedures. Shares critical information with everyone involved in a project or work duty. Helps to set a tone of cooperation within the work group. When appropriate facilitates discussion before decision-making process is complete.

Diversity

Treats all people with respect; values diverse perspectives. Shows sensitivity to individual differences. Participates in diversity training initiatives.

Initiative & Work Ethic

Takes personal responsibility for the quality and timeliness of work, and achieves desired results. Adapts to changing business needs, conditions, and work responsibilities. Builds and maintains customer satisfaction with the products and services offered by the bank. Earns others' trust and respect through consistent honesty and professionalism in all interactions. Displays commitment and willingness to do what it takes / drive to excel. Focuses on results and desired outcomes and how best to achieve them. Gets the job done. Maintains composure in highly stressful or adverse situations.

PRINCIPLE ACCOUNTABILITIES

- Process transactions accurately and efficiently.
- Balance teller cash drawer, vault, ATM and safe guard cash.
- Comprehensive knowledge of products, services, and all bank systems necessary to perform job duties.
- Offer bank products and services in support of client needs.
- Consistently follow bank security procedures, dual control and escalate fraud situations to bank security.
- Follow all bank policies and procedures as stated in bank manual.
- Complies with all BBG policies and procedures. Ensures regulatory compliance within the teller function.
- Actively participates in community and bank sponsored events.
- Assist in preparing bank reports and branch audits in a timely manner.
- Completes additional responsibilities as assigned.