

JOB DESCRIPTION

Job Title	Teller Supervisor		
Reports to	Branch Manager	<i>EE</i> <i>Type</i>	Exempt – Band 4
POSITION PURPOSE			
The Teller Supervisor leads and directs teller staff and teller operations, ensures tellers deliver exceptional customer service. Provides input to personnel actions such as performance appraisals, hiring, disciplinary actions, etc. Oversees the completion of branch operations, and compliance in a timely manner.			
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. Communicates complex/difficult messages in simplified terms. Uses a professional approach when communicating to others. Conveys ideas and facts orally and in writing - using language the audience will best understand.			
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 Values and encourages unique skills and talents; seeks and considers diverse perspectives and ideas.			
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.			
Strategic Thinking			
Empowers others, but willing to make tuff decisions when required. Current understanding of technical processes/equipment uses technology to increase performance/productivity.			
Management Leadership			
Promotes year-round performance feedback, ensures that direct reports have the support and tools to meet bank objectives. Engages employees in developing goals, executing plans, and delivering results. Uses negotiation skills and adaptability to collaborate success of outcomes. Applies effective conflict management strategies to assist in resolving complex or sensitive disagreements and conflicts with a positive outcome.			
PRINCIPLE ACCOUNTABILITIES			
<ul style="list-style-type: none"> - Monitor and supports Branch security - Establish objectives and oversees work of direct reports. - Ensure exceptional level of customer service is delivered by direct reports. - Use observational coaching to interact with staff and offer feedback to improve performance. - Completes incentive evaluations and assists with annual performance appraisals. - Orientate new Tellers to the Branch and oversee their training. - Complete Branch schedule for all Teller staff using transactional volume data and established staff baselines. - Delegate responsibility for maintaining operations and compliance procedures. - Conduct coaching meetings to help develop staff's skills. - Participate in all required training sessions for compliance. - Follow all compliance regulations (Reg CC, BSA, and AML), BBG policies and guidelines. - Work with Tellers to identify and resolve problem issues. - Understand Branch level set-up of Teller software, and implement all required updates. - Assess and communicate facility cash needs within established parameters. Develops the location vault plan, estimates and obtains cash for the bank and sells cash to Fed. - Communicate all potential fraud situations to Security Administration. - Monitors and ensures dual control to vault. - Completes additional responsibilities as assigned to contribute to the overall profitability and productivity of the location. 			