

KS Bank

POSITION DESCRIPTION

ROVING TELLER I

Department: Retail Banking
Supervises: N/A

FLSA Status: Non-Exempt
Reports To: Rover Coordinator

POSITION SUMMARY

Provides the highest quality customer service to new and existing customers by offering superior products and account options. Travels to various branches to fill in as Teller as directed by manager. Receives, processes and balances customer transactions on a daily. Disburses funds for withdrawals and other cash transactions. Offers new services to customers and solutions to problems they may be experiencing. Builds relationships with customers and shows appreciation for their business. Accurately balances a cash drawer and shows ultimate responsibility in handling cash and bank securities on a daily basis.

GENERAL QUALIFICATIONS

Knowledge: Must be a high school graduate or have a GED. Additional training in the areas of accounting, business or finance would be helpful. Knowledge of banking products and services is essential. Training in bank operations, State and Federal regulations, security and product knowledge would be helpful. Must have a general knowledge of basic mathematical calculations and techniques. Knowledge of the various KS Bank locations is important.

Experience: Six months previous Teller experience is desired but not required. Additional customer relations experience is desired and would be helpful in providing customer assistance and in offering additional services to customers. Experience working in a bank operations environment would be an asset.

Skills: Must be flexible and have an ability to work well with others. Strong mathematical and balancing skills are necessary. Must have proven customer relations skills through prior experience. Manual dexterity is important as is proficiency with a computer and calculator. Strong listening skills are important.

Physical Demands/Work Environment: Must have the ability to work the hours and days required to complete the essential functions of the position, as scheduled. Vision, hearing, and speech are required. A valid North Carolina driver's license is required. Must have the ability to read, utilize hand to eye coordination and feel. May have to regularly lift and/or move up to ten pounds. Other normal office-related physical demands may be necessary.

KS Bank

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ROVING TELLER I

Mental Demands: Must have the ability to listen, reason, think, concentrate and interact with others. The ability to exercise self-control and work under stressful conditions is necessary, particularly in employee and community relations situations is important. Must be able to work under pressure and have the flexibility to travel from branch to branch when needed.

ESSENTIAL FUNCTIONS

- Acts as a Teller for various locations of KS Bank on a stand by basis. Is available to travel to different Bank locations to provide assistance to the branch upon request.
- Greets customers in a friendly and professional manner and provides quality customer service in order to enhance banking relationships and increase the customer base of the branch.
- Processes banking transactions for customers by cashing checks, accepting deposits, transferring funds, and performing other banking functions.
- Explains, promotes and sells products and services offered by the bank.
- Follows pre-determined guidelines for distributing cash to customers.
- Place holds on accounts for uncollected funds when appropriate.
- Maintains an individual cash drawer not to exceed specified cash limits. Counts, verifies and balances the cash drawer daily. Takes the appropriate steps to assure cash is secured according to the Bank's teller procedures.
- Retrieves account information for customers who have questions or problems with their accounts. Prints documents when necessary to clarify account specifications and requirements.
- Collects customer information needed to process Currency Transaction Reports (CTR's) according to Federal guidelines.
- Assists customers with verifying transactions and balancing their accounts. Encourages customers to keep accurate records of their banking transactions.
- Under dual control, opens the night deposit box and mail deposits and assists with their processing.
- Balances ATM cash and other ATM transactions.
- Explains, promotes and sells products and services to meet customer needs.

KS Bank

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ROVING TELLER I

- Participates in required training and has the responsibility for following regulatory requirements including those pertaining to the Bank Secrecy Act (BSA), Anti-Money Laundering (AML), Customer Identification Program (CIP), and OFAC to assist in the identification, detection and determent of money laundering or other unlawful activities.

ADDITIONAL RESPONSIBILITIES

- Functions as a team and realizes all members of the team are vital to its success.
- Takes every opportunity to build banking relationships and ask for business. Shows appreciation for customers and provides solutions when problems arise.
- Performs other duties as required.

Acknowledgement

The undersigned employee acknowledges receipt of the Position Description and understands the essential functions, responsibilities and qualifications for the position.

Furthermore, the employee acknowledges that this Position Description is not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required. The essential functions may change as deemed necessary by management.

Employee Signature

Date

Manager Signature

Date