

NATIVE AMERICAN BANK, NA
Job Description

Job Title: **Teller I, II, III**

Reporting to: Branch Supervisor or Manager
Status: Non-Exempt
Date: May 30, 2017

SUMMARY

Responsible for the processing of account and monetary transactions, proof operations, and general customer service.

PRIMARY RESPONSIBILITIES

- Familiar and complies with all company policies and related procedures and regulations.
- Processes account and monetary transactions via an online teller system.
- Establishes the identity of the customer before proceeding with a transaction.
- Ensures all checks are properly endorsed and negotiable, including hold determination.
- Ensures all cash received is legitimate.
- Balances cash drawer(s) at day's end. Reports and resolves any offages.
- Performs proof imaging operations as scheduled or as-needed.
- Provides general customer services, in person and by phone, and refers customer to staff when appropriate.
- Cross-sells bank products and services.
- Communicates to Branch Supervisor or Manager any issues observed.
- Conducts interaction with customers and staff in a courteous and professional manner. Provides prompt, efficient and accurate service.
- Other duties as assigned.

QUALIFICATIONS

High School diploma or equivalent
Strong communication and interpersonal skills
Ability to operate a computer and standard office equipment.