



Bank Teller Job Description

Reports To: Branch Manager or Assistant Branch Manager

Position Summary

The Bank Teller provides exceptional customer service while accurately processing financial transactions. This position is a primary point of contact for customers and helps build relationships while maintaining the security and integrity of bank operations.

Essential Duties and Responsibilities

- Provide prompt, friendly customer service.
- Process deposits, withdrawals, payments, transfers, cashier's checks and other transactions accurately.
- Balance cash drawer daily.
- Comply with bank policies, procedures, BSA/AML and security requirements.
- Identify customer needs and refer bank products and services.
- Maintain confidentiality.
- Assist with opening/closing procedures.
- Complete required training and other assigned duties.

Qualifications

High school diploma or GED.

Cash handling/customer service experience preferred.

Strong communication, math, and computer skills.

Performance Expectations

Deliver exceptional customer service.

Maintain accurate balancing record.

Support a positive team culture.

Demonstrate professionalism and integrity.