



Job Title:	Teller I, II, III	Reports To:	AVP, Branch Supervisor
Job Grade:	1-2 / \$10.20 – \$14.46 Hourly	Position Type:	Full Time
Location:	Browning, Montana	Exempt/Non-exempt:	Non-exempt

Job Summary:

Native American Bank is a national financial services organization. Under general supervision, but in line with established policies and procedures, provides a variety of customer service functions, including processing savings account, checking account, and loan transactions, cashing checks, and selling money orders and traveler's checks. Also processes mail, maintains account records, cross-sells services, and so forth. Is responsible for balancing each day's transactions and verifying cash totals.

Note: *This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.*

Essential Duties/Responsibilities:

- Is accountable for representing the bank to the customer in a courteous, professional manner, and for providing prompt, efficient, and accurate services in processing transactions.
- 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.
- Cashes checks and pays money from savings and checking accounts upon verification of signatures with photo identification and customer account balances. Inspects all checks, bonds, money orders, savings withdrawals, and so forth to determine their negotiability.
- Ensures all checks are properly endorsed and negotiable, including hold determination.
- Ensures all cash received is legitimate.
- Strives for accuracy in processing transactions and balancing cash drawer.
- Balances cash drawer(s) at day's end. Reports and resolves any differences.
- Accurately conducts all credit and debit transactions in compliance with financial institution and regulatory policies and procedures.
- Provides general customer services, in person and by phone, and refers customer to staff when appropriate.
- Cross-sells bank services, explaining such matters as various types of accounts and certificates, interest, and compounding rates. Suggests the use of safe deposit boxes, traveler's checks, and so forth.
- Communicates to Branch Supervisor or Manager any issues observed.
- Other duties as assigned.

Qualifications:

- High School diploma or equivalent.
- Six months of previous cash handling experience preferred.
- Completion of teller training.
- Ability to prioritize and make on-the-spot decisions regarding customer transactions, weighing customer satisfaction issues with bank exposure to loss or fraud.
- Interpersonal skills to represent the Company in a positive way in dealing with customer/teller transactions
- Ability to operate a computer and standard office equipment.

Physical Demands and Work Environment:			
<ul style="list-style-type: none"> • Continually required to sit for long periods of time. • Continually utilize visual acuity to operate equipment, read technical information, and/or use a keyboard. • Occasionally required to lift items less than 25 pounds. 			
Reviewed By:	J. Bechel	Date:	7/29/2021
Approved By:	J. O'Connell	Date:	7/29/2021
Last Updated By:		Date:	