

Head Teller/Teller Supervisor

SUMMARY:

Supervises, coordinates, and schedules activities of employees engaged in Teller functions, ensuring that work is performed in accordance with established policies and procedures such as: accurately accounting for funds received and disbursed, correctly recording customer transactions in the organization's data processing system, and providing information to customers with respect to their financial and other transactions at the organization.

Job Functions include: (Note: this is a representative list only - complete list provided with purchase)

- Develops schedules and ensures a complement of tellers is available at all times to provide an adequate level of teller service to customers.
- Performs cashiering and other clerical duties, when required, to assist subordinates during peak work periods.
- Daily, ensures all teller transactions (cash, checks, other forms of funds) and ATM machines are balanced, reconciled, encoded, and appropriate clearing deposits made to the Federal Reserve.
- Trains Tellers in practices and procedures, including holdup and robbery, regulatory compliance (i.e. Regulation CC) and organization philosophy.

(also details Supervisory Responsibilities, Qualifications, Education and/or Experience, Language Skills, and work environment)