

- Position Title:** Teller Services/Customer Service Representative
Category: Non-Exempt
Reporting Responsibility: Reports directly to Teller Supervisor/Officer
Position Hours: 9:00 a.m. to 5:30 p.m. Monday through Friday
7:45 a.m. to 12:30 p.m. every 4th Saturday

Position Summary:

Accurately conducts all credit and debit transactions in compliance with established bank policies and procedures. Keeps proper cash supply on hand and prepares daily proof record while maintaining an acceptable difference record. Delivers excellent service to all bank customers and bank staff. Conducts themselves in a professional manner before, during and after banking hours.

Essential Functions:

- Familiar with current product lines and customer base.
- Process transactions accurately and efficiently, including deposits, withdrawals, loan payments, CD purchase and redemption, wire transfers, debit card processes, balancing ATM's and check cashing.
- Ensure compliance with the bank's operation, security and control policies and procedures, preventing fraud and protection customer assets.
- Adhere to all procedures stated in the Teller Difference policy.
- Be an active participant in Washington State Bank marketing and volunteer activities.

Knowledge, Skills and Abilities:

- Must be able to provide courteous and professional customer service via face-to-face and telephone communication and by email and written correspondence.
- Good verbal communication skills.
- Excellent interpersonal skills and professional manner.
- Must be able to work as a team.
- Must be able to utilize a PC and applicable software.
- Must be able to navigate the internet.
- Aptitude for mathematics.

Minimum Qualifications:

- High school diploma or general education degree (GED).
- Prior experience with the general public (customers) is a plus.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.