



**Position:** Teller

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**Department:** All locations

**Reports To:** Relationship Banker -Team Leader

**FLSA:** Non-Exempt

**Effective Date:**

**Revised Date:**

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**POSITION SUMMARY:**

Deliver Uncommon, friendly customer service to bank customers by processing appropriate transactions and paying attention to details. Efficiently address questions or concerns from customers as well as make them aware of products and services offered by Louisiana National Bank by using a consultative approach. Help develop business for the bank through civic and community activities.

**ESSENTIAL DUTIES:**

- Process and balance customer's transactions in a timely and accurate manner within established policy
- Cash checks, verify endorsement, receive proper identification, determine proper funds availability based on regulation requirements, and complete hold notices.
- Identify counterfeit currency
- Recognize and report any BSA red flags by using the internal suspicious activity form.
- Balance cash drawer daily
- Investigate and resolve any personnel outages.
- Secure cash drawer at all times and keep within established policy limits
- Accurately prepare and process proof work and capture all transactions through Branch Capture correctly and timely.
- Accurately prepare cashed check batches
- Properly identify and process collection items.
- Properly execute mail in and night drop deposits

- Properly access safe deposit boxes.
- Issue and document cashier's checks, official bank checks, and gift cards.
- Complete monetary instrument log in Horizon Teller
- Be knowledgeable and have a understanding of:
  - Interest rates
  - Service charges
  - Bank products
  - Bank procedures
  - Loan products
- Understand disclosure requirements, regulations, and consumer privacy policies when answering questions about customer's account history.
- Responsible for compliance under the requirements of BSA, AML, OFAC, and CIP related policies. Know bank's policies and procedures as well.
- Understand CTR requirements and complete CTR information in Horizon Teller when applicable.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Excellent customer service skills
- Must have reliable transportation and unencumbered Driver's License
- The ability to:
  - Prioritize and make decisions regarding customer transactions.
  - Weigh customer satisfaction.
  - Not expose the Bank to loss or fraud.
  - Listen and not interrupt customers.
  - Organization
  - Mathematical
  - Work in a fast-paced environment and under pressure.
- Knowledge and understanding of various federal regulations and a teller's role and responsibility relating to each act.
  - Bank Secrecy Act
  - Community Reinvestment Act
  - Americans with Disabilities Act
  - Right to Financial Privacy Act
  - Gramm-Leach Biley Act
  - Regulation E

**SUPERVISOR RESPONSIBILITIES:**

- None

**SUPERVISION RECEIVED:**

- Works under the general supervision of the branch Team Lead and the occasional supervision of the Assistant Vice President of Retail Banking.

**WORKING CONDITIONS:**

- This position operates in a professional office environment.
- This is a full-time position (40 hours/week)
- Overtime may be required
- Travel may be required

**PHYSICAL REQUIREMENTS:**

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to satisfactorily perform these essential functions without causing undue hardship for the employer.

While performing the duties of this job, the employee is required to remain in a stationary position for long periods of time and must frequently move about the office. The employee must constantly operate a computer and other office equipment such as phones, keyboards, printers, and copiers. The employee is regularly required to communicate with others via phone, email, etc. Occasionally, the employee is required to move up to 10 pounds and may, at times, be required to move up to 20 pounds.