



Position: Teller

Department: Retail

Reports To: Team Leader

Supervises: N/A

FLSA: Non-Exempt

Date:

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.

PHYSICAL REQUIREMENTS:

- Standing and/or sitting
- Repetitive movement

KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent customer service skills
- 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

TRAINING AND EXPERIENCE:

- High school diploma or GED required
- Cash handling or sales experience preferred
- Prior customer service experience