

ADIRONDACK BANK
POSITION DESCRIPTION

Position Title: Back Up Teller Supervisor
Department: Branch Administration
Reports to: Teller Supervisor
Salary Grade: Grade 22

Summary:

Have an understanding of the products and services provided to customers by the bank. Have an understanding of the policies and procedures that must be adhered to in the teller position. Understand the regulations that each teller is required to comply with and the impact resulting from non-compliance. Process various financial transactions for bank customers in a timely and accurate manner. Deliver exceptional customer service to individuals and business customers. Through the referral process, initiate new business by identifying customer needs and recommending products and services that will expand the customer relationship. Provide support to Teller Supervisor through either assisting with additional tasks as assigned or serving in a leadership role in the absence of the Teller Supervisor. Must possess knowledge of all applicable consumer compliance regulations.

Essential Duties:

Service:

Being courteous – make eye contact, smile, extend greeting, use name, engage in conversation, etc
Being knowledgeable – understand features and benefits of products and services
Being accurate – cash handling, scanning, processing of transactions and adherence to policies and procedures
Being a problem solver – handle the inquiries and concerns of customers in a timely and thorough manner

Sales:

Being a Relationship Builder – listen for cues, profile existing customers, identify needs through active listening, recommend solutions, handle objections and complete the referral to BBR or Business Partner based on the need identified. Participate in daily huddles by sharing success stories regarding referrals

Operations:

Participate in Branch Opening and Closing Procedures
Participate in balancing of Branch ATMs
Participate in processing of daily night depository transactions
Adhere to policies and procedures – understanding the impact on audit and compliance
Adhere to proving standards
Maintain appropriate teller cash limits
Ensure timely and accurate routing of work

Confidentiality:

Protect customer information
Follow all bank security requirements

Self-Development:

Participate in both online and classroom training as recommended to expand knowledge and sharpen skills in current role.

Participate in cross training to additional roles and responsibilities as requested.

Required to attend or participate in necessary compliance training, including but not limited to BSA, Security, Information Technology, OFAC, Privacy and applicable BVS courses.

Communication:

Deliver verbal and written communications in a professional manner

Understand the impact non-verbal communication can have on delivery of a message

Be an active listener

Community:

Participate in bank sponsored events.

Back Up Duties:

Assignment to After Hours response teams for Alarms and ATMs

Assist w/training and development of new hires

Handle Daily Teller Cash Deliveries as well as Vault Orders & Shipments according to branch cash limits

Assist with Audit Verifications

Completion of required reports

Provide leadership/communication/scheduling support during absence of Teller Supervisor

Assist with providing access to safe deposit boxes if applicable

Job Requirements:

High School Diploma

Minimum of two years teller experience

Exceptional customer service and communication skills