

**Position Title:** Part Time Teller Services/Customer Service Representative  
**Category:** Non-Exempt  
**Starting Position Hours:** 2:00 p.m. to 5:30 p.m. Monday through Friday  
7:30 a.m. to 12:00 p.m. every 4<sup>th</sup> Saturday

**SCOPE:**

The teller is responsible for directly servicing customers with the paying and receiving functions of the bank. This includes a variety of customer savings, checking and credit account transactions, as well as customer services such as sales of money orders.

The teller has primary responsibility for providing a high level of customer service to bank customers who require teller services. The teller will refer customers to other bank departments as appropriate for additional services.

The teller is responsible for balancing daily and understanding compliance regulations related to teller services.

**ACCOUNTABILITIES:*****Service Requests:***

- Provide exceptional customer service to ensure customers consistently receive service of the highest standard.
- Receive and process checking and savings account transactions, mortgage and consumer loan payments, credit card transactions, etc.
- Proficient in 10 key typing for efficient data entry.
- Aptitude for mathematics.
- Note and verify significant information as required by Bank policy and procedure. Ensure that Bank procedures are followed when processing transactions. Maintain favorable customer relations through proper handling of all collection and disbursement functions.
- Provide a high level of customer service. This includes understanding customer needs, as well as understanding the bank products offered. Exercise discretion, good judgment and initiative regarding all customer contact, transaction processing, addressing inquiries and solving problems.
- Maintain confidentiality of customer account information.
- Understand and comply with the related laws and compliance regulations that pertain to teller duties. Examples include the Bank Secrecy Act, privacy, and funds availability policy.
- Receive and answer telephone inquiries from customers and internal staff regarding customer and bank related accounts. Assist Bank personnel with questions on the status of accounts, bank statements, charges, interest, etc., in an efficient courteous manner, providing positive employee relations.

***Cash Handling:***

- Maintain adequate working funds as required by Bank policy. Verify and balance assigned cash drawer daily with minimal cash variances. Assist supervisor in reconciling errors or discrepancies for self and other tellers.
- Count and verify currency.

***Other:***

- As part of the overall team of bank employees, this position may be requested to assist in the support of other bank activities.
- It is important to Washington State Bank to be a good corporate citizen and support our communities. Employees are expected to participate in community activities throughout the year.
- Perform other duties as assigned.

**EDUCATION AND SPECIAL REQUIREMENTS:**

- Prefer a high school degree or equivalent.
- 1-2 years' experience in a related position. Preferably in retail with cash handling responsibilities.
- This job requires skills needed in a typical office environment. This includes computer skills, as well as utilization of office equipment.
- Must have the dexterity to count money.

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.