

**CITIZENS NATIONAL BANK
JOB DESCRIPTION**

JOB TITLE: Teller

DEPARTMENT: Teller

INCUMBENT:

SUPERVISOR: Various Supervisors

FLSA STATUS: Non-Exempt

DATE: July 8, 2004

JOB PURPOSE

Performs a variety of professional teller services to the bank's customers and accurately and efficiently completes customer transactions. Makes referrals and uses cross-sell opportunities to achieve bank growth objectives. Responsible for adhering to policy and procedures to minimize loss to the bank and maintain cash control of the bank's assets.

DUTIES AND RESPONSIBILITIES

1. Provides professional teller services to the bank's customers by prompt acknowledgment of the customer, maintaining a friendly and courteous demeanor, ensures customer satisfaction on transaction requests and presents a professional image.
2. Accurately and efficiently completes customer transactions, including but not limited to, cashing checks, receiving deposits, savings account transactions, change orders, processing transfers, loan payments, redeeming bonds, cash advances, selling travelers checks, cashier's checks and money orders, stop payments and wire transfer requests.
3. Follows department policies and procedures, regulations and security procedures, completes necessary documents and maintain customer confidentiality.
4. Accurately and efficiently completes Currency Transaction Reports and Reg CC forms.
5. Responsible for achieving performance standards for referrals and cross-sell of products and services to achieve bank growth objectives.
6. Processes mail, night depository, and ATM deposits.
7. Balances cash drawer and maintains control and accounting of the bank's cash assets.
8. Assists the supervisor in completing special day-end processing and daily reports.
9. Performs, at the request of branch management, deposit services and other clerical duties based on branch staffing requirements.

CONTACTS

Daily contact with bank customers, supervisor, co-workers, other bank departments and managers.

SPECIFIC REQUIREMENTS

1. High school diploma or equivalent experience.
2. Minimum of one-year cash handling experience.
3. Excellent customer service and communication skills.
4. Detail oriented.
5. Conflict resolution skills.
6. Work a flexible schedule including Saturdays.
7. Ability to effectively access and interpret information on computer screens, documents, reports and cash denominations.
8. Ability to efficiently operate a PC, calculator, telephone, typewriter, fax machine, copier and other office equipment.

PREFERRED REQUIREMENTS

1. Prior teller experience.
2. Basic accounting skills related to debits and credits.
3. Experience with teller machine.
4. Ability to work independently and as a team with excellent time management skills.
5. Knowledge of personal computer and related word processing and spreadsheet software.
6. Knowledge of various banking departments.

PHYSICAL REQUIREMENTS

Office setting with moderately varied desk-oriented activity, with fatigue being relieved by opportunities to stand and move around in a comfortable environment. Repetitive movement of fingers, wrist and hand. Ability to lift up to 50 pounds.

NOTICE

1. This job description in no way states or implies that these are the only tasks to be performed by the incumbent occupying this position. The incumbent will be required to follow any other instructions and to perform any other job-related duties.
2. Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform in this position successfully, the incumbent will possess the abilities and aptitudes to perform each task proficiently.
3. Ability means to possess and apply both knowledge and skill.
4. This position description has excluded the marginal or peripheral functions that are incidental to the performance of primary functions. All requirements are essential to the function of the position.
5. This job description describes the minimum selection requirements to qualify for the position. However, promotion and other employment decisions are also based on Bank

needs, being in good standing, fully competent performance, and other non-discriminatory issues.

6. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

7. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

8. This position description does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

Employee

Department/Division Manager

Date

Date