

Bank Teller Job Description



BANK TELLER RESPONSIBILITIES INCLUDE:

- Conducting dozens of banks' routine transactions within time limits and established guidelines
- Assessing customer needs and introduce new products and services
- Making sales referrals, suggest alternate channels and cross-sell products and services

JOB BRIEF

We are looking for a liable Bank Teller to process all transactions accurately and efficiently in accordance with established policies and procedures. The successful candidate will be the "frontline" of our bank and will play a fundamental role in achieving our customer satisfaction and revenue growth objectives. You must be comfortable making dozens of transactions daily, communicate with different types of clients and sell bank's products/services.

RESPONSIBILITIES

- Conduct dozens of bank's routine transactions within time limits and established guidelines (cash checks, accept deposits and loan payments, process withdrawals etc)
- Assess customer needs and introduce new products and services (credit cards, saving bonds etc)
- Make sales referrals, suggest alternate channels and cross-sell products and services
- Go the "extra mile" to build trust relationships, customer loyalty and satisfaction
- Comply with regulatory requirements
- Manage risk in every transaction and detect fraudulent transactions to prevent losses
- Resolve customers' issues and provide relevant information

REQUIREMENTS

- Proven working experience in banking, personal banking, retail banking or financial services

- Basic PC knowledge and familiarity with electronic equipment (e.g. cash drawers, receipt validators, money counters)
- Strong communication and time management skills
- Customer satisfaction-oriented
- Attention to detail and mathematical skills
- Excellent sales skills
- BS in Finance, Banking or relevant field

SOURCE: <https://resources.workable.com/bank-teller-job-description>