

**PEOPLES BANK AND TRUST COMPANY
JOB DESCRIPTION**

JOB TITLE: Head Teller - Branch
DATE: February 2021
DEPARTMENT: Teller Department/Operations
REPORTS TO: Branch Manager
STATUS: Non - Exempt

SKILLS REQUIRED: Preferably two years related experience as an Assistant Head Teller with above-average performance as well as a minimum of three years teller experience. Requires a sound knowledge of Bank's established procedures, methods, and policies including BSA. Good communication skills, customer service skills and leadership/management skills. Required to address discipline issues. Able to address and satisfy difficult customer complaints. Must be computer literate and knowledgeable in Microsoft Windows, Microsoft Excel and Word. Requires ability to handle multiple projects and priorities in a fast-paced environment. Must be able to work independently with little or no supervision.

JOB SUMMARY: Requires ability to handle all duties as Head Teller/Assistant Head Teller/Teller as well as additional duties described below. Requires a sound knowledge of Bank's established procedures, methods, and policies including BSA.

PRIMARY DUTIES:

1. Monitor performance of tellers to ensure that established policies and procedures are being followed; administering discipline when required.
2. Ensure efficient operations of all areas under supervision.
3. Proficient with all Teller duties and Assistant Head Teller duties.
4. Schedule teller work hours and assign specific job duties.
5. Train or assist in training of new tellers.
6. Monitor work flow of tellers to ensure that customers are being handled in a timely manner.
7. Investigate and resolve all overages/shortages.
8. Investigate and handle customer complaints received in the Teller Department or other areas under their supervision.
9. Ensure all branch cash totals are balanced against daily Statement of Condition daily. (Tellers, Coin, ATM, Vault, etc.)
10. Physically count Vault a minimum of twice weekly.

11. Prepare, receive and process cash shipments to and from the Federal Reserve, if applicable.
12. Maintains inventory of supplies required by tellers/other personnel.
13. Compile reports required by management, including completion of annual performance reviews for subordinates.
14. May require supervision/operation of other areas such as proof, new accounts, etc.
15. Knowledgeable of banking laws and regulations and PB&T's policies and procedures including BSA.
16. Performs other tasks/duties as requested by supervisor as they relate to the Bank and its functions.

EDUCATION REQUIREMENTS: Requires a high school education or equivalent work experience that demonstrates the ability to read, write, interpret and apply instructions to perform the required activities. Should have strong mathematical aptitude and the ability to use a calculator, computer and other office equipment.

PHYSICAL REQUIREMENTS: Must be able to stand for long periods of time. Be able to lift heavy coin bags/boxes or bundles of currency. Manual dexterity required.