

**PEOPLES BANK AND TRUST COMPANY  
JOB DESCRIPTION**

**JOB TITLE:** Teller with New Accounts Back-Up  
**DATE:** March 2021  
**DEPARTMENT:** Teller Department/Operations  
**REPORTS TO:** Head Teller  
**STATUS:** Non-exempt

**SKILLS REQUIRED:** Must be able to perform all over the counter or drive-through customer services. Must exercise accuracy, alertness, good judgment, courtesy, tact, and patience, maintain confidentiality of customer transactions and Bank records. Strong knowledge of Bank's various products such as checking, savings, CDs, IRAs, required forms, and necessary documentation required of each product. Good proofreading skills. Must be computer literate and knowledgeable in Microsoft Windows. Excellent communication skills and customer service skills required. Requires ability to handle multiple projects in a fast-paced environment with little supervision.

**JOB SUMMARY:** Provides prompt, efficient, and friendly services to customers involving receipt and payment of cash and to recognize customers' needs with appropriate suggestions concerning bank services. Position provides back-up as New Accounts Representative in aiding customers in opening/closing accounts, answering questions regarding Bank's products, verifying and processing changes to existing accounts, processing check orders. Maintaining and balancing ATM on daily basis. Follows established Bank policies.

**PRIMARY DUTIES:**

1. Accepts checks for cashing, accepts deposits, verifies cash and endorsements, makes change, and issues receipt.
2. Receives loan payments.
3. Processes night deposits and mail deposits.
- 4 Sells money orders, cashier's checks, and processes cash advances.
- 5 Maintains proper cash level in drawers, keeps cash secure.
- 6 Accepts "stop payment" requests, check orders and address changes and distributes to appropriate personnel for processing.
- 7 Rolls coin, sorts money.
- 8 May perform other duties such as answering phones, safe deposit boxes, e Banking, balancing the ATM.
9. Open various types of accounts such as checking, savings, CDs, IRAs, etc. Assist customer in selecting product.

10. Verify and process changes to existing accounts.

11. Knowledgeable of banking laws and regulations and Bank's policies and procedures, including BSA

12 Performs other tasks/duties as requested by Manager as they relate to the Bank and its functions.

**EDUCATION REQUIREMENTS:** Requires a high school education/GED or equivalent work experience that demonstrates the ability to read, write, interpret, and apply instructions to perform the required activities. Ability to use computer, calculator and adding machine. Valid Driver's License required.

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