

REQUISITION #02201**Full Time Teller – Southbridge, MA**

Must be able to work 2-3 Saturdays per month (8:30 AM – 12:30 PM) Sat. hours paid at 1.5x hourly rate

POSITION FUNCTION:

A Teller is the first point of contact with the customer and must strive for customer service excellence. Also directs the customer to other banking services and bank personnel through referrals and cross selling. Under the close supervision of the Head Teller and other Branch Management staff, performs a variety of teller and related functions to provide customer services in conformance with established policy and operating procedures.

ESSENTIAL FUNCTIONS:

- Organizes and sets up work station for the day's activity, i.e., orders cash as may be needed; obtains necessary forms and supplies for set-up of work station.
- Processes a variety of savings and related transactions, i.e., savings deposits, withdrawals, transfers, through computer terminal. Receives and disburses cash to and from customers. May process mail transactions as assigned. Handles all customer transactions with discretion and confidentiality. Redeems and sells bonds, money orders, etc.
- Receives and processes customer payments, i.e., mortgage, installment and collateral loans, etc. Processes payments.
- Cashes customer's checks under supervision and within limits of established Bank policy.
- Balances cash and daily work upon completion of assigned shift; follows up and reconciles discrepancies. Assists with branch capture.
- Responsible for product and services knowledge as well as cross sales through referrals of the products and services based on prescribed goals.

ADDITIONAL RESPONSIBILITIES:

Performs variety of routine clerical and support functions as assigned or requested.

SKILLS & QUALIFICATIONS:

Superior customer service skills, strong ability to sell to customer's needs, cash handling experience, detail oriented, great communication skills, general math and computer skills; positive and friendly attitude and a team player.

PHYSICAL DEMANDS:

1. Hand dexterity required to operate Computer Terminal and/or related equipment.
2. Eye coordination required to operate Computer/Teller Terminal.
3. Moves around bank, between levels or floors while performing duties.
4. Lifts supply boxes and places in storage areas.
5. Stands at teller counter/station to process customer transactions/
6. Lifts cash/coin bags, cash drawers.
7. Bending and stretching in Safe Deposit/Work area.
8. Sitting at desk or computer work station for periods of time.
9. Stands for periods of time, at work station.
10. Stretches and bends to reach vault boxes in vault area.
11. Lifts books, ledger, records, etc.
12. Walks around bank location in the performance of job duties.
13. Speaks and listens to customers and explains bank services.

Savers Bank is an EEO/AA Employer.