

SAVERS BANK

REQUISITION #04203

Full Time Float Teller – Southbridge, MA

ALL INTERVIEWS WILL BE HELD VIA ZOOM MEETING

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

POSITION FUNCTION:

Under the general supervision of Retail Operations, performs a variety of Teller and customer service duties necessary for the effective customer service and cross-selling of all Bank products and services according to the established Bank policy and procedures. Ability to travel to all branch locations as needed. Must have reliable transportation.

ESSENTIAL FUNCTIONS:

1. Organizes and sets up work station for the day's activity, i.e. obtains necessary forms and supplies for set-up of work station.
2. Processes a variety of savings and related transactions, i.e., savings deposits, withdrawals, transfers, new account data, etc. through computer terminal. Receives and disburses cash to and from customers and prepares and disburses checks as required. May process mail transactions as assigned. Redeems or sells money orders, etc. Handles all customer transactions with discretion and confidentiality.
3. Assists with the daily proof of and stocking of ATM.
4. Receives and processes customer payments, i.e., mortgage, installment and collateral loans, etc. Processes payments.
5. Cashes customer's checks under supervision and within limits of established Bank policy.
6. Balances cash and daily work at completion of assigned shift; follows up and reconciles discrepancies. May balance cash recycler and help coordinate Branch Capture.
7. Provides service and assistance to customers by opening new accounts. A working knowledge is required of all bank products and services with the goal of cross-selling the appropriate product/service to each customer
8. Renews term certificates, records all current information and updates computer system accordingly; makes necessary corrections on error reports for certificates.
9. Opens new IRA accounts; completes necessary paperwork, performs computer maintenance and forwards documentation to appropriate department. Completes required documentation on IRA renewals, distributions and closeouts.
10. Helps customers with problem resolution. Forwards requests to specific departments, researches problems and follows up with the customer.
11. Performs other duties as required by Retail/Branch Management.

ADDITIONAL RESPONSIBILITIES:

1. May assist in maintaining required records and inventory of various teller line supplies.
2. Performs related clerical and administrative duties as may be assigned or requested.

This position description covers the more prominent duties performed, and is not limited to other work duties that may be assigned.

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PHYSICAL DEMANDS:

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

This position description covers the more prominent duties performed,
and is not limited to other work duties that may be assigned.