



FIRST NATIONAL BANK

JOB DESCRIPTION FORM

Division/Department	Teller/Retail
Location	Miramar Beach
Job Title	Teller/Customer Service Representative
Reports to	Market President

Level/Grade	Type of position:	Hours <u>40+</u> / week
	<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Exempt
	<input type="checkbox"/> Part-time	<input checked="" type="checkbox"/> Nonexempt

GENERAL DESCRIPTION

The position of Teller III is responsible for performing routine and intermediate branch and customer service duties relating to cash/deposit transactions. Acts as backup for Head teller. Knowledgeable and skilled in the areas of new accounts, safe deposit and is expected to provide leadership, training and support to less experienced tellers and other staff members. Responsible for maintaining a neat and orderly work area to provide customers with the best possible service in a timely manner. Responsible for adherence to security and audit guidelines. Assures compliance with all Bank policies and procedures, as well as, all applicable state and federal banking regulations.

RESPONSIBILITIES

1. Performs all related teller responsibilities including, but not limited to; performing all teller duties in a proficient manner, operating teller equipment and all other equipment necessary to do the job, following established security and audit guidelines, processing savings account deposits and withdrawals within established limits and hold when necessary, balancing teller window each day and completing daily teller reports.
2. Responsible for correct CTR and MIL completion and reporting suspicious activity to management.
3. Check work materials on a daily basis to provide efficient service; attend all teller meetings and any other bank meetings requested of you.
4. Keep abreast of changes in regulations by reading training material provided, maintain a professional demeanor even under stressful situations, must be knowledgeable about bank products.
5. Promotes business for the Bank by maintaining good customer relations and referring customers to appropriate staff for new services.
6. Acts as backup for Head Teller by ensuring SAR's and CTR's are completed properly; Performs opening and closing functions daily; orders sufficient currency to support business; completes weekly money shipments/orders; issues cash to tellers and ensures limits are observed; delegate duties among tellers.
7. Cross-trained for Customer Service Representative.
8. Other duties as assigned.



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JOB SKILLS	
<ul style="list-style-type: none">○ Ability to complete work accurately and accomplish more than one task at a time.○ Ability to maintain confidentiality.○ Ability to pay attention to details and work under pressure.○ Ability to meet deadlines.○ Ability to work independently, quickly and accurately, but know when to ask for assistance○ Ability to identify errors and correct them efficiently.○ Ability to get along with others and handle customer problems.	
OTHER DESIRED SKILLS/REQUIREMENTS	
— Minimum high school degree.	
EMPLOYEE SIGNATURE:	
APPROVED BY:	DATE: