



JOB POSTING NOTICE

All applications will be reviewed and selected for posted positions without regard to race, color, religion, national origin, sex, age, marital status, or disability.

Posting Date: November 4, 2009

Job Posting #	Position/Status/Grade	Location
09-094	Teller I, II, III or Sr. Teller Peak Time – On Call Grades: 11-3, 12-3, 13-3, 14-3 Salary Range: \$8.59 - \$17.10 (DOE)	Elk Grove Branch, Elk Grove, CA

Summary:

This position provides excellent customer service. Performs a wide range of paying and receiving services, including taking deposits and providing troubleshooting of accounts.

Relationships:

Reports to: Operations Officer

Contacts: Branch staff and customers

Duties and Responsibilities:

- *Focus on the Customer and provide quality customer service*
- *Represent the Bank in a courteous, friendly and professional manner*
- *Accepts customer deposits, withdrawals and loan payments*
- *Accurately counts cash, stays within limits and balances daily*
- *Selling products and services to customers*
- *Fill in as needed for Operations Supervisor/Officer and non-exempt operational staff (Sr. Teller)*
- *Be designated as branch trainer or mentor for new tellers (Sr. Teller)*
- *Resolves customer problems and inquiries*
- *Handle more complex customer issues (Sr. Teller)*
- *Performs other duties as assigned*
- *Maintain a current knowledge of and process work in accordance with Bank policies and procedures*
- *Specifically adhere to the Bank's CIP, BSA and related security procedures*
- *Complete required Compliance training within established time frames*

Position Qualifications:

- *Minimum of 3 months prior cash handling experience and a good balancing record (Previous bank experience preferred)*
- *Minimum of 2 years of teller experience (Sr. Teller)*
- *Excellent interpersonal skills and ability to develop rapport with people*
- *Excellent communication and organizational skills*
- *Computer knowledge consisting of Microsoft Word and familiarity with Excel*
- *Demonstrated interest in selling and/or sales experience*
- *Has established good selling, cross selling and referral skills (Sr. Teller)*
- *Exhibits proficiency in all technical skills (Sr. Teller)*
- *Successful completion of BVS Training classes for Sr. Teller Program*
- *Over-all rating of Excellent or higher in all areas on most recent performance evaluation (Sr. Teller)*
- *Ability to function in a team environment, be enthusiastic, a team player*