Position Description

Position Title: Seasonal Teller

Department: Retail Banking

Reports to: Teller Supervisor/Branch Manager

Position Summary

Understands and maintains the Bank's standards for service, customer satisfaction and relationship building; exercising the Preferred Banking Pledge with every customer, every transaction, every time. On a daily basis, processes a wide variety of monetary transactions, demonstrating accuracy and adherence to the Bank's procedures, policies and banking regulatory requirements. Professional tellers are responsible for providing a positive customer experience. The Village Bank has built a strong volunteerism culture and the customers we service are part of the community.

Work Environment:

Travel may be required to other locations and employees must be able to work flexible schedules to meet the needs of the Bank.

Responsibilities

Proactively engage customers to grow the relationship and deliver personalized service

Provides information, assistance, and error resolution and customer service to Bank customers in a professional manner and escalates to manager as appropriate.

Build, develop and maintain partnerships with teammates to enhance customer experience following the Preferred Banking Pledge.

Accurately and efficiently processes transactions by examining checks and other negotiable instruments for proper endorsements, dates, makers, signers and identification.

By remaining alert, assists in identifying and minimizing Bank's exposure to losses due to fraud.

Participates in performing daily branch tasks including night deposit processing, loan product payments, deposit capture scanning, proofing and balancing work, and completion of CTR (Currency Transaction Reports) as required. Balance each day's transactions and verify cash against computer totals. (In accordance with the Teller Cash Difference Policy and Procedures) and demonstrates the ability to review or research daily work for accuracy; identify and correct errors.

Adhere to policies, procedures and guidelines of The Village Bank.

Be knowledgeable about our products and services.

Experience

Completion of several high school education courses recommended. Experience in customer service and cash-handling preferred.

Specific Skills Required

Language Skills

Must have strong inter-personal communication skills.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, proportions and percentages.

Technology Skills

All employees are expected to possess basic technology skills including knowledge of basic PC skills. Additional levels of technology skills may be required based on specific duties of the position. Branch Managers must be proficient in the Bank's proprietary systems, and the Microsoft application Word.

The Village Bank is an Equal Opportunity Employer
The Village Bank is committed to the policy of providing equal employment opportunities for employment, training, compensation, transfer, promotion, and other aspects of employment for all qualified applicants and employees without regard to sex, race, creed, color, religion, national origin, age, sexual orientation, gender identity or expression, veteran status, physical or mental disabilities, genetics or any other status protected by law.

Core Competencies

Village Banker - Provides the Village Bank experience and delivers on the Preferred Banking Pledge by extending exceptional service to both external and internal customers. Is a respectful, cooperative, and supportive team member. Supports the Bank's overall initiatives in the community through active involvement and participation.

Communication - Uses effective, clear communication and active listening skills with internal/external customers. Shares timely and accurate information to the relevant audience, including appropriate follow-up. Uses a professional tone both orally and in written communications. Respectful of the views and opinions of others.

Problem Solving - Identifies problems and considers contributing factors. Seeks and considers input from others. Recommends alternatives. Exhibits good judgment in decision making. Implements a timely solution as appropriate.

Initiative - Proactively looks for ways to add value to the customer experience. Makes suggestions for process improvement and workflow efficiency. Takes action when appropriate. Seeks new opportunities to increase job skills and knowledge.

Risk Management - Adheres to and administers BSA, OFAC, anti-money laundering, CIP and security policies and procedures in order to limit risk and exposure to the Bank and its customers. Complies with all Bank policies and government regulations. Performs well in audits, as applicable.

Dependability – Consistently produces a great quality work product. Is accurate and timely. Meets established deadlines. Maintains a positive attendance record by being punctual and reliable.

Position Competencies

Referrals: Builds rapport with the customer to create a relationship. Seeks additional information in order to offer other products and services as well as to provide referrals to branch personnel and other product specialists i.e. lending, investments, business banking.

Sales: Builds rapport with the customer to create a relationship. Listens for opportunities and asks open ended questions to determine the customer's needs. Reiterates customer inquiry to confirm understanding. Offers a comprehensive solution while tying back to original need. Introduces a product or service beyond initial request. Attempts to close to the sale. Achieves sales plan goals. Actively seeks to develop relationships with the business community.

Physical Requirements

The employee must occasionally lift and/or move up to 50 pounds.

Security and Conduct

All employees are to follow prescribed security procedures, policies and banking regulations to ensure strict compliance with all regulations, the safety and well-being of the bank and its employees. In addition, adherence to the BSA policies and procedures designated to the position and the ability to recognize and appropriately report suspicious activity to the BSA Officer are an important component of each job. Any information acquired through the business of the bank is to be treated as strictly confidential information not to be improperly divulged to unauthorized individuals. The Bank's objective is to provide customers and the communities we serve with high quality personalized service, innovative products and sound financial assistance, creating

challenging career opportunities for our employees and a work environment that encourages their input and continued development. We maintain a professional atmosphere for our customers as well as for our employees and expect all employees to adhere to the code of ethics and dress code at all times. It is the policy of the Bank that employees maintain a working environment that encourages mutual respect, promotes civil and congenial relationships among employees and is free from all forms of harassment and violence. Overall compliance with the Bank's policies, security and codes of conduct are equally important in meeting overall performance objectives of the position.

Disclaimer

This job description is intended to describe the general nature and level of the work being performed by employees in this position. It is not intended to be a complete list of all responsibilities, duties, and skills required for this job classification. Managers may, at their discretion, assign or reassign duties and responsibilities to this job at any time.