



POSITION DESCRIPTION

Position Title:	Teller	Hours:	40 hours
Reports To:	Branch Manager	FLSA Status:	Non-Exempt
Department:	Retail Branch – Tacoma		

POSITION SUMMARY:

The Teller performs teller transactions and daily branch operations while providing branch support for calling and lending officers. The Teller will also serve as the primary customer support contact for all branch related items. The Teller may assist other branch staff in the acquisition, retention, and expansion of banking relationships by assessing the needs of new and existing clients. The Teller has a thorough understanding of the Bank's products and services and provides exceptional internal and external customer service. Commencement employees embrace and practice the Bank's core values: Dedication, Teamwork, Integrity, and Respect and support an environment of diversity, equality, and inclusion within all aspects of the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assure compliance with all Bank policies and procedures as well as state and federal banking regulations, as applicable
- Follow all BSA/AML/OFAC guidelines and complete annual training as assigned
- Achieve branch service quality objectives and support deposit growth objectives
- Process incoming/outgoing domestic and international wire requests
- Perform branch operations duties including, but not limited to: paying and receiving, selling cashier's checks, reviewing daily reports, balancing branch cash, ordering currency, and processing proof work
- Perform night drop and ATM maintenance, processing, and balancing
- Complete Currency Transaction Reports (CTR) timely and correctly when needed
- Consult with clients and recommend bank products and services
- Receive applications for business and personal reserve lines and forward to the appropriate area
- Complete all assigned compliance training timely
- Any other duties as assigned

REQUIRED SKILLS

- Minimum one year of cash handling and customer service experience
- A self-starter with initiative and desire to learn
- Detail-oriented with high organizational skills
- Exercises good judgement within guidelines
- Ability to work collaboratively to reach mutual goals
- Ability to communicate clearly, effectively, and professionally, both verbally and in writing

- Ability to read and follow written procedures
- Ability to use or learn Word, Excel, Adobe, and Outlook
- Ability to work unrelated processes simultaneously
- Treats people with respect; works ethically and with integrity; accepts responsibility for own actions

WORK ENVIRONMENT

- Must be able to remain in a stationary position for extended periods of time
- Must be able to effectively communicate and exchange accurate information
- Must be able to work in a branch environment with moderate noise levels and with frequent employee/customer contact and interruptions during the day

QUALIFICATIONS

- High school graduate or GED required

This job description is subject to change at any time.