



Position: Teller 1 or Teller 2
Reports To: Teller Supervisor
FLSA Status: Non-exempt, Hourly
Location: Idaho and Meridian offices

Position Summary

The primary responsibility of the Teller position is to process financial transactions for customers of Three Rivers Bank's (drive – through and lobby) in accordance with the organization's Mission Statement and Core Values. Typical scheduled hours will be Monday - Friday. This position requires flexibility with scheduling and the ability to work at either of our locations. The position reports to the Teller Supervisor.

Essential Functions

- Process pay and receive transactions to include deposits, withdrawals and cashed checks
- Process cash transactions utilizing the cash recyclers
- Accept loan payments, payoffs and process loan inquiries
- Assist customers with closing accounts
- Issue money orders and cashier checks
- Process stop payment requests
- Assist with outgoing wire transfer requests
- May assist customers with safe deposit rent payments and entrance to boxes
- Process bank by mail and night deposit transactions
- Process change orders for customers
- Complete and review BSA/AML reports when necessary – keep apprised of BSA regulatory requirements
- Assist customers with account inquiries and reconcilements
- Handle cash and all transactions with accuracy and within cash limit authority
- Balance cash drawer at end of shift, print settlement tickets using cash recycler, resolve offages
- Balance ATM cash
- Process credit card advances, post payments and respond to credit card inquiries
- Review and process mobile capture items including items via remote deposits
- Process work timely and submit batches with minimal errors
- Maintain knowledge of bank policies, procedures and regulatory compliance requirements
- Maintain knowledge of banking products and services to cross sell to customers

- Provide exceptional customer service while maintaining knowledge of Bank policies and procedures, applicable laws and regulations/compliance requirements including but not limited to the Bank Secrecy Act, the Patriot Act and the Office of Foreign Assets Control

Additional Responsibilities

- Greet customer and answer incoming phone calls
- Back up lobby reception by greeting and directing customers both in-person and by telephone
- Encode items
- May be asked to work in the New Accounts area as/if needed
- Willing and able to work at other location as needed
- May be asked to review data input for quality control and scan documents into system
- Complete required compliance and educational training annually
- Must be willing to complete other duties as assigned
- Participate in a minimum of two Heritage Club events annually
- Participate in two Highlander Cross Country or Track events annually
- Participate in two community events annually sponsored by Three Rivers Bank

Skills and Competencies

- Prior Banking experience helpful
- Minimum of one year customer service experience
- Must be bondable
- Basic accounting knowledge desirable
- Knowledge of and ability to use personal computer and 10-key
- Must be able to provide courteous, personal attention to promote individual customer satisfaction and the public perception and reputation of the organization. Treats all customers with respect even in the most negative situation.
- Must be able to conduct oneself in a manner that promotes trust in the individual and our organization.
- Must maintain confidentiality at all times due to the nature of information about customers and transactions
- Work cooperatively and respectfully with all Bank Team Members
- Self directed – must be able to fulfill the responsibilities of the position with minimal supervision
- Requires flexibility and willingness to work in various areas of the retail operation to include, but not limited to, the teller line, reception and new accounts
- Must be able to prioritize and organize responsibilities to maximize productive results

Levels of Experience and Scope

Teller I: 0-1 year experience
Entry level; will be trained
Cash drawer/authority limits are limited

Teller II: 2+ years experience
Competency standards achieved and tested
Service Standards met and consistently upheld
Cash drawer/authority limits increased per approval by teller supervisor

Physical Demands

- Normal office environment
- Extended PC viewing, keyboarding with periods of sedentary work
- May be required to stoop, kneel, stand, walk, talk, hear, reach with hands and arms
- Occasionally required to lift/move up to 50 pounds

The physical demands notes above are representative of those that must be met by an employee to successfully perform the essential function of the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Employee Signature

Date

Print Name