



Position: ITM Teller
Reports To: Retail Supervisor
FLSA Status: Non-exempt, Hourly
Location: Whitefish

Position Summary

The primary responsibility of the ITM Teller position is to process financial transactions for customers of Three Rivers Bank through remote video conferencing in accordance with the organization's Mission Statement and Core Values including the Advantage Business Model. Typical scheduled hours will be Monday - Friday. The position reports to the Retail Supervisor.

Essential Functions

- Process pay and receive transactions to include deposits, withdrawals, cash checks, process loan payments and payoffs, and process and post credit card payments through remote video conferencing promptly and accurately.
- Display an engaging, on-screen presence and positive attitude, while effectively communicating through ITM screen.
- Learning and maintaining technological skills for the operation of the Interactive Teller Machine (ITM).
- Ability to balance and prioritize a variety of tasks and transactions at one time.
- Assist customers with closing accounts.
- Complete and review BSA/AML reports when necessary – keep apprised of BSA regulatory requirements.
- Assist customers with account inquiries and reconciliations.
- Handle all transactions with accuracy.
- Reconcile virtual cash drawer at end of shift, between core and network manager.
- 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
- Adherence to the Advantage Business Model and being Montana Tough.
- 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

- 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 Track events annually.
- Participate in two community events annually sponsored by Three Rivers Bank.

Skills and Competencies

- 1+ years of experience in a teller or new account/personal banker role with a financial institution is preferred.
- Minimum of one year of customer service experience.
- Must have above-average technological skills or the ability to learn and apply new technologies, processes, and procedures.
- Must be bondable.
- Must be willing to work digital branch hours, which may differ slightly from office hours.
- 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.
- Must be able to prioritize and organize responsibilities to maximize productive results.

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 noted 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 essential functions.

Employee Signature Date

Print Name Date