

TELLER SUPERVISOR

Job Requisition #: 2019_0603

Position Type: Full-Time

Job Category: Non-Exempt

Location: Palmview, Texas

Supervisor: Lobby Service Manager

Department: Teller Operations

Work Schedule: Hours vary Monday – Friday, 7:45am to 6:30pm; Saturday rotation, 8:45am to 1:00pm

JOB DUTIES

SUMMARY / OBJECTIVE

Oversees the day-to-day teller operation for the banking center ensuring duties are performed in accordance with bank policies and standards. Coordinates, directs and assigns responsibilities. Prepares teller schedules weekly (at a minimum). Coaches and develops tellers by observing and monitoring tellers' strengths and weaknesses. Provides exceptional customer service, setting the standard for the banking center teller line. Cross-sells products and services as appropriate.

ESSENTIAL FUNCTIONS

Teller Operation Duties

1. Oversee the day to day operations of the teller area. Coordinate teller workflow and assign responsibilities.
2. Ensure superior customer service is delivered by properly coaching and encouraging teller staff.
3. Schedule tellers on a weekly basis. Ensure proper staffing to meet banking center's customer needs..
4. Monitor and ensure teller compliance with established policies, procedures and regulations.
5. Provide on-the-job training for tellers, including mentoring new hires.
6. Participate in teller audits, including bank security and surprise cash counts when needed.
7. Participate in job specific trainings, such as teller policies and procedures, bank products and services, various bank training programs.
8. Provide high quality and professional customer service, maintain cash drawer and assist teller staff by processing transactions efficiently and promptly.
9. Ensure each teller balances daily. Assist with locating any differences and properly document and report differences accordingly.

10. Ensure bank security and dual control protocol is consistently executed. May serve as the banking center's Bank Security Liaison.
11. Review and approve large items' deposits.
12. Assist tellers and manage unusual transactions and answer difficult customer questions. Observe for and report suspicious transaction activity.
13. Responsible for balancing and conducting vault transactions which include selling and buying from branch tellers; filling orders for currency and coin adequately; counting and recording all cash deposit in vault; and preparing Federal Reserve shipments.
14. Responsible for overseeing and or balancing Jetcoin, Night drop and ATM machine under dual control.
15. Ensure all teller stations are adequately stocked and ready for subsequent shifts at changeover or closing.
16. Ensure the appearance of the teller area and personnel are neat, organized and in accordance with Bank policy.
17. Collaborate with Teller Operations Manager on bank-wide projects, procedures, trainings and system upgrades.
18. Perform other duties as assigned.

Supervisory Duties

1. Interview and recommend new staff for hire; recommend employee promotions, advancements and/or termination when appropriate.
2. Participate in employee performance evaluations and provide ongoing guidance and feedback to subordinates, recommending additional training and/or discipline on a case-by-case basis.

Compliance & Security

1. Abide by all rules, regulations and Bank policies and procedures, including BSA & AML.
2. Maintain records and documentation accordingly. Prepare required reports within deadlines.
3. Properly secure negotiable, customer information and bank information.
4. Ensure proper housekeeping of work areas to avoid unnecessary hazards.
5. Attend required meetings and complete required training for position within deadlines.
6. Complete sufficient continuing education to maintain the knowledge level required to effectively execute the responsibility of this position.

Additional Responsibilities

1. Participate in bank projects and serve on committees.
2. Perform other duties as assigned.

QUALIFICATIONS

1. High school diploma or GED required. Some college hours preferred.
2. Two (2) plus years' teller experience required. Three (3) plus years' teller experience preferred.
3. Must possess exceptional customer service and sales skills. Thorough knowledge of teller functions required.
4. Must possess strong leadership and communication skills (both written and verbal) including solid grammar skills. Bilingual (English/Spanish) ability preferred.
5. Must be a self-starter. Strong analytical, problem-solving, math and conceptual skills required.
6. Must possess the ability to give and accept instruction and demonstrate the desire to oversee and assist others.
7. Ability to make effective decisions under pressure in a high monetary risk environment is essential.
8. Proficient use of computers and Microsoft Office Suite (Word, Excel, PowerPoint) required.

HOW TO APPLY:

Applications must be submitted by the closing date. An employment application may be downloaded from the Career Opportunities page on Rio Bank's website at www.riobk.com and emailed to jobs@riobk.com.

Teller Supervisor Job Posting

Date Posted: 06/07/2019

Posting Closes: **Until position is filled.**