

**Web-Site Job Posting**

Request Date: 12/03/2020 Branch or Dept.: Sandy Office

**X Post Position** Pull Position Change Position

Position:	Teller I
Date Available:	12/03/2020
Location:	Sandy Office
Status:	Non-Exempt
Monthly Salary:	\$2300.00
Schedule:	Full Time M-F 40 hours
Bank Contact:	Terri Elsberry, HR Officer
Phone Number:	503-668-2521
Fax Number:	503-668-7825
Physical Address:	38975 Proctor Blvd. Sandy, OR 97055
Email Address:	telsberry@clackamascountybank.com

**\*\*\*Resumes are only accepted with a completed CCB Application\*\*\***

**CCB Applications are available at our Main Office located at  
38975 Proctor Blvd.  
Sandy, OR 97055**

**Or**

**Request an application by email-**

**[telsberry@clackamascountybank.com](mailto:telsberry@clackamascountybank.com)**

**Clackamas County Bank is an EEO/AA/Veteran/Disabled Employer**

**\*Teller I Job Description listed below\***

## **Clackamas County Bank Teller I**

### **SUMMARY**

Provide professional, friendly, efficient service and assistance to customers by serving as a paying and receiving teller. Balance transactions daily. Provide for the security of assigned cash and maintain a high level of safety for the bank. Adhere to bank policy, audit and banking regulations. Provide support to co-workers and supervisors.

Demonstrate professional customer service skills, have knowledge of bank services and listen for opportunities to make service suggestions to customers. Be able to work in a team environment. Perform Teller I duties with little or no supervision.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **Customer Contact Skills**

- Make and maintain eye contact
- Greet customer by his/her name
- Use customer name during the transaction
- Smile when communicating
- Thank customer as he/she leaves
- Listen for opportunity to cross-sell

#### **Sales/Referrals:**

Sell bank services and refer business to the bank  
Stay current on and support marketing efforts  
Responsible for ensuring that individual calling goals are met

#### **Work Performance**

- Meet established attendance standards
- Adhere to the posted times for breaks, lunch, etc.-so work flow is consistent
- Cooperate when asked to help others
- Take initiative to ask for additional work
- Offer suggestions to improve efficiency
- Adhere to operational procedures
- Demonstrate knowledge of product/service when explaining to a customer
- Take initiative - listen for opportunities to offer products and services
- Demonstrate techniques for establishing priorities
- Accurately input information using the BankRite system
- Answer the phone within 3 rings, identify the bank, self, ask caller how CCB can help
- Adhere to confidentiality policy
- Dress appropriately and professionally

#### **Teller**

-Balance cash drawer daily and maintain a balancing record in accordance with CCB standard of 80%, with un-located outages not to exceed **\$400 per 12 month** period.

#### **Technical Skills**

- Process transactions involving checks, cash and savings; run all teller work through the scanner.
- Adhere to all compliance, regulatory and internal auditing guidelines.

- Complete Currency Transaction Reports (CTR), Suspicious Activity Reports (SAR), and Sale of Monetary Instrument Reports (SMI).
- Process savings bonds and cashier's checks (selling and redeeming), traveler's checks (redeeming).
- Enter customer transactions; research account information (identify holds, memos, cautions, signature requirements; closed accounts); issue appropriate receipts.
- Maintain amount of working cash according to the posted limits, complete general ledger tickets for buying and selling coin and currency as necessary.
- Balance the ATM, night depository, coin machine - record information, balance cash; research outages and make corrections.
- Accept/process loan and contract collection payments.
- Admit customers into and out of the safe deposit box area.
- Follow guidelines for closing checking/savings accounts and safe deposit boxes.
- Complete miscellaneous duties such as filing, light typing and other duties.

## **QUALIFICATIONS**

### **OUTSIDE EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

### **INTERNAL EDUCATION**

Keep current on learning about bank services and products. Successfully complete all assigned reading material and required compliance training.

### **LANGUAGE SKILLS**

Read and comprehend simple instructions, short correspondence, and memos. Write simple correspondence. Speak effectively before groups of customers or employees of the organization.

### **MATHEMATICAL SKILLS**

Calculate figures and rates - bond interest, certificates of deposit, and other bank accounting needs.

### **REASONING ABILITY**

Carry out written or oral instructions. Research situations and problem solve.

### **PHYSICAL DEMANDS**

Regularly required to stand (approximately 90% of the day); and communicate verbally with employees and customers. Occasionally required to stoop, kneel or crouch and occasionally required to lift and/or move up to 50 pounds. Required up close vision, distance vision, as well as peripheral vision.

### **WORK ENVIRONMENT**

The noise level in the work environment is usually moderate.

### **INTERPERSONAL RELATIONS**

Regularly interact with co-workers; expected to take the initiative to help see the work is done and to help research or solve problems. Also expected to adapt to changes in procedures and offer suggestions for improvement.

### **COMPUTER SKILLS**

Understand and be able to apply computer skills to communicate effectively within the organization using word processing to format letter or correspondence, set-up and maintain electronic folders and files; and send/save attachments. Depending on the position, have a basic understanding of accounting software to develop reports and forms such as spreadsheets/tables etc.

Be able to use email for communication (internal and external), access outside websites as well as interface with the bank's network.