



Teller I

Employer

Union State Bank
127 S. Summit St,
Arkansas City, KS, 67005
(620) 442-5200

Position Title: Teller I

Reports To: Market Retail Coordinator

Position Type: Full-time

Position Summary:

Ensure Prompt, accurate and friendly service to all customers. Perform duties related to a variety of banking transactions at a teller window or drive-up, including deposits, withdrawals, check cashing and other related services, in accordance with Bank policies and procedures. Maintain required amount of cash on hand and balance daily. Cross-sell Bank products and services. This position is an entry level position with less than one year applicable experience.

Principal Responsibilities and Duties:

- Service customer accounts by completing required transactions and financial services related transactions such as, but not limited to:
 - filling change orders;
 - accepting deposits;
 - transferring monies;
 - redeeming money orders;
 - cashing checks;
 - accept loan payments;
 - accept new check orders;
 - sell and issue Cashier's Checks, Money Orders;
 - count and roll coin; band paper currency;

- open night deposit under dual control, verifying and processing transactions;
- assist with balancing the ATM and ATM issue resolution;
- process mail-in deposits.

- Cross-sell products and services to meet or exceed defined goals.
- Refer customers to other bank personnel for specialized or complex customer needs.
- Assist customers with basic product inquiries and service related issues including, but not limited to:
 - Balancing checkbooks;
 - Stop payment requests;
 - Error resolution requests;
 - Internet Banking questions;
 - Debit/ATM Card questions.
- Understand Federal, State and Union State Bank rules and regulations.
- Performs other duties as required or assigned.
- Acts as a Receptionist
- Answers incoming telephone calls and relay information.
- Greets customers, answer inquiries and direct them to the appropriate individual.

Education and Experience Requirements:

High school diploma or equivalent required. Banking, sales and/or cash handling experience preferred.

Business Contacts:

Responsible for making any recommendations to supervisor concerning possible methods to improve the department or banking office. Stay current through education on compliance and internal procedures.

Specific Skills Required:

Ability to communicate effectively with people both internally and externally. Background in customer service and sales. Attention to detail. Ability to meet deadlines. Ability to identify and resolve problems. Basic computer skills to include proficiency in Word and Excel programs. Problem solving skills required. Ability to work with all levels within the organization. Cash handling skills required. Strong people skills required. Must be detail oriented, organized and able to handle multiple tasks. Able to handle confidential information and positively represent the company.

Competencies:

Cash handling, problem solving, customer focused.

System Accesses & Equipment Used:

- Paycor HRIS System, FiServ/Precision

- Office equipment which includes computer, multi-line phone system, copier, adding machine, currency counter, coin counter, coin wrapper, and imaging scanner.

Working Conditions:

Work is performed in an office environment. Position requires prolonged standing, occasional light lifting and moving of department materials and equipment. Participates in a rotating schedule on Saturdays to work at a designated location as needed. Travel to other locations as needed.

This job description describes the general nature and level of work performed by the employee assigned to this position. Responsibilities and duties describe those functions considered essential to the performance of the job. This description does not state or imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested by their supervisor. All requirements are subject to change over time, at the discretion of your supervisor, and to possible modification to reasonably accommodate individuals with a disability.

Applicants must be available to work during the hours of 8:00am to 6:00pm Monday - Friday and on a rotating Saturday morning schedule.

[Apply Here](#)