Abacus Federal Savings Bank
Job Description

Job Title: Lead Teller
Experience: Needs minimum 2 to 3 years teller experience
Reports to: Operation Supervisor / Service Supervisor
Member of: Retail Banking

OVERVIEW: The Lead Teller needs to perform regular teller duties in addition to supervising tellers, managing branch Vault cash, handling complex transactions, Handling customer complaints, training tellers and ensure compliance with all bank policies and regulations.

Regular Teller primary responsibility is to process transactions accurately and efficiently in accordance with established policies and procedures. Identify customer needs and refer financial products and services to consumer and small business customers. Act as Abacus’s face to the customer and consistently seek to create an excellent customer experience by demonstrating Ensure regulatory requirements, such as Anti-Money Laundering and Bank Secrecy Act are adhered to. Proactively identify and manage risk in every business, product, and service transaction leveraging the Risk Framework. Understand and live the values that support our culture. Treat all customers equally and fairly. Adhere to policies and procedures. Stay informed of key priorities and business updates. Execute sales and service plays and processes.

Primary Lead Teller Accountabilities/Responsibilities:

- Supervising tellers: The Head Teller is responsible for supervising a team of tellers, ensuring they perform their duties accurately and efficiently and that they comply with bank policies and procedures.
- Managing cash: The Head Teller is responsible for managing the bank’s cash flow, including monitoring the cash drawer and vault, ordering and receiving cash shipments, and ensuring that enough cash is available for customers.
- Assisting customers: The Head Teller assists customers with a variety of transactions, including withdrawals, deposits, and check cashing.
- Handling complex transactions: The Head Teller handles more complex banking transactions, such as large deposits and withdrawals, account openings and closings.
- Ensuring accuracy: The Head Teller is responsible for ensuring that all transactions are accurate and that all paperwork and records are properly completed and filed.
- Handling customer complaints: The Head Teller is responsible for addressing and resolving customer complaints related to their department.
- Training tellers: The Head Teller is responsible for training new tellers and reviewing the work of current tellers to identify areas for improvement.
- Compliance: The Head Teller must ensure compliance with all bank policies and regulations, including Know Your Customer (KYC) and Anti Money Laundering (AML) regulations.
- Reporting: The Head Teller provides regular reports to management on the performance of the department.
Primary Regular Teller Accountabilities/Responsibilities:

- Receive commercial and consumer deposits, verify correct cash amount and endorsements and issue receipts without supervisor verification up limits as assigned by your position level.
- Introduce clients to and refer new products and services, and generate leads for other members of the sales team to close.
- Achieve specific sales and service goals while balancing operational duties to ensure transactions are handled accurately and efficiently.
- Receive, verify and pay negotiable items and cash for deposit, credit payments and collections.
- Responsible for delivering the Client Experience by providing excellent client service with each interaction while performing routine banking center and client service duties.
- Place holds on deposits for uncollected funds and completes all basic transactions for lobby and drive-up clients and demonstrates basic proficiency with our systems.
- Daily balancing the cash drawer within the established teller difference policy.
- Protect all client and bank information, and follow Customer Privacy and Information Policy & Procedure for communication with clients, vendors and associates.
- Adherence to bank’s operational compliance, audit and security policies and applicable state and federal laws.
- Interact with others (co-workers, management, clients, and vendors) in a professional and tactful manner including treating them with respect and consideration regardless of their status or position.

Safe Deposit Attendant

**HOW TO APPLY**

Please email your resume with cover letter and salary requirements to Abacus Federal Savings Bank, Attention: Human Resources Department to HRD@abacusbank.com. To be considered, please include “Lead Teller” within the subject line of your email.

*Abacus Federal Savings Bank is an equal opportunity employer. As such, the bank provides equal employment opportunity for all employees and applicants without unlawful discrimination with respect to age, citizenship status, color, creed, disability, ethnicity, gender identification, marital status, military status or veteran, national origin, political association, political/personal convictions, predisposing genetic characteristics, race, religion, sex, sexual orientation, socioeconomic status, geographic location, philosophies, or any other classification protected by federal, state or local laws, in all employment decisions, including but not limited to recruitment, hiring, training, compensation, promotion, demotion, transfer, lay-off, and termination, and all other terms and conditions of employment. All employment –related decisions are based solely on relevant criteria including training, experience, and suitability.*
Management reserves the right to change this job description at any time according to business needs.