

JOB TITLE: Teller Supervisor

REPORTS TO (TITLE): SVP/CFO

OTHER COLLABORATIVE RELATIONSHIPS: All Teller and Customer Service personnel; Operations and Data Processing areas; Customer and external contacts

JOB SUMMARY:

The Teller Supervisor is responsible for providing general supervision for the Teller and Safekeeping areas. Responsibilities include establishing procedures and ensuring that all Teller personnel are properly trained. The Teller Supervisor maintains cash reports and resolves any ensures Teller drawer cash differences are resolved in a timely manner.

JOB RESPONSIBILITIES:

% OF TIME:

<p>Supervisory responsibilities for Teller/Safekeeping Areas*</p> <ul style="list-style-type: none"> ▪ Participates hiring staff, monitors performance, prepares and delivers performance reviews ▪ Establishes and documents procedures ▪ Solves problems, identifies areas for improvement and offers suggestions and solutions ▪ Trains staff and ensures all procedures and applicable regulations are understood, specifically including the Bank Secrecy Act and the accurate completion of currency transaction reports, cash balancing procedures, and general banking and deposit operations principles ▪ Fosters teamwork and a positive work environment ▪ Ensures a friendly and approachable team that performs work efficiently and accurately. ▪ Handles scheduling and assignment of all duties on the Teller Line 	<p>25</p>
<p>Performs teller, vault and safekeeping duties**</p> <ul style="list-style-type: none"> ▪ Assists customers with transactions (including but not limited to the following list) in a friendly way in accordance with policies and procedures <ul style="list-style-type: none"> ▪ Account deposits and payments and verification of cash/checks and endorsements ▪ Processes mail and night drop deposits. ▪ Provides back-up for safe deposit entry and receptionist ▪ Processes and sells money orders, cashiers, certified and traveler’s checks, and foreign drafts. ▪ Change orders ▪ Maintains a positive attitude and participates in teamwork ▪ Vault teller duties ▪ Handles daily procedures associated with the teller line such as opening/closing vault, logging items, counting vault 	<p>75</p>

<ul style="list-style-type: none"> ▪ Other responsibilities as assigned ▪ Uses guidelines, understanding of bank functions, and selling of bank products to maintain good customer relations ▪ <i>(This duty requires the ability to lift up to 50 pounds of coin 3 feet above the ground and up to 25 pounds of coin 6 feet above the ground.)</i> 	
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Notes: *Identified as an essential function: The position exists to perform this function.

**Identified as an essential function: The incumbent is selected for expertise in performing this function.

QUALIFICATIONS

Education High school diploma or the equivalent is required. Associate Degree in finance and/or business management or the equivalent is desirable.

Work Experience Two to three years of previous experience as a Teller and solid understanding of banking and check handling is required. Two years of previous experience handling operational duties in a supervisory capacity is strongly desired.

Certificates or Licenses

Proficiencies and Skills Interpersonal and communication skills, detail orientation, good numerical aptitude, and accuracy.

This job description is not an employment agreement or contract. Fidelity Bank has the exclusive right to alter this job description at any time without notice.

FOR HUMAN RESOURCES USE ONLY:

JOB GRADE:

FLSA STATUS: Non-exempt

DATE CREATED OR REVISED: 01/2012

BY: TK