

# TELLER / LOAN SUPPORT

## SHERIDAN 9-20

### **Job summary:**

Teller / Loan Support will complete deposits, withdrawals, loan payments and other financial transactions as well as provide basic support to the loan department. In addition to providing excellent customer service, this position is also responsible for cross-selling additional bank products and services to new and existing customers.

### ***Supervisory Responsibilities:***

- None.

### ***Duties/Responsibilities:***

- Cashes checks and disburses funds after verifying signatures and sufficiency of funds to support withdrawals.
- Accepts deposits, confirming accuracy of transaction.
- Prepares, verifies, and issues cashiers' checks, bank and personal money orders, travelers' checks, E bonds, and correspondent drafts.
- Enters transactions in bank's recordkeeping system, recording all transactions and producing customer receipts.
- Evaluates checks to verify endorsements, dates, identification of persons receiving payments, bank names, and overall legality of the documents.
- Identifies and capitalizes on opportunities to promote new banking services.
- Calculates daily transactions using appropriate technology.
- Balances all monies in cash drawers at the end of shifts.
- Accepts and counts inventories of cash, drafts, and travelers' checks each day.
- Maintains a work area that ensures the safety of all negotiables and confidential records.
- Prepares monies for deposit or shipment to branch banks or the Federal Reserve Bank.
- Orders a cash supply to meet daily needs.
- UCC Filing and tracking.
- File mortgages and titles.
- Track and process paid and/or renewed loans.
- Handle Mail, filing, correspondence, etc. for loan department.
- Build and maintain loan files.
- File retention tracking.
- Insurance tracking.
- Scan loan documents.
- Performs other related duties as assigned.

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## *Required Skills/Abilities:*

- Excellent verbal communication skills.
- Good interpersonal/team skills with ability to develop effective working relationships.
- Excellent math skills.
- Trustworthiness and the ability to act with integrity.
- Thorough understanding of customer service.

## *Education and Experience:*

- High school diploma or equivalent is required.
- Previous experience working directly with the public is preferred.
- Strong commitment to provide excellent customer service.

## *Physical Requirements:*

- Must be able to lift heavy items at times.
- May need to stand or sit for long periods of time.

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