



## The Middlefield Banking Company Job Description

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Title:	Teller	FLSA Status:	Non-exempt
Reports To:	Branch Manager/Lead Teller	Job Grade:	
Department:	Branch Administration	Location:	Various
Category:	Full-time/Part-time	Revised:	1/01/2019 Human Resources

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**SUMMARY:** The Teller provides exceptional customer service to new, potential and existing customers. A Teller is responsible for receiving and processing all transactions for customer related business, but not limited to check cashing, deposits, loan payments, safe deposit rent payments, sales of negotiable instruments and processing wire transfers. Tellers are expected to support and promote all bank products and services while conversing with customers, by referrals generated through IQ Leads, and referrals to the Financial Consultant and/or Licensed Bankers.

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### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Ensure compliance with bank policies and procedures including compliance with BSA to include, but not limited to, identification of suspicious transactions, potential money laundering, large cash transactions and annual training requirements
- Explain, promote and offer all bank's products and services
- Monitor performance of IQ Leads requirements, maintaining a minimum of a 90% touch rate
- Create referrals for all bank products and services through IQ Leads
- Receive checks and cash for transactions, verify amount and examine checks for proper endorsement
- Participate in ALL daily tasks, including but not limited to ATM balancing, Night Deposit, Mail and Vault balancing
- Order daily supply of cash as needed, and piece count all cash to and from the vault
- Place Reg CC holds on deposits for uncollected funds as applicable
- Identify, log and admit customers to safe deposit area
- Change bait money as required by bank policy
- Reconcile teller drawer daily
- Maintain a minimum score of a 3.0 or higher on the Teller Performance Standards
- Ensures compliance with all Bank policies and procedures, as well as, all applicable State and Federal banking regulations

### SECONDARY DUTIES:

- Perform other duties as assigned
  - Must be available to travel to other locations as needed and to be available by phone or email for last minute schedule changes
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**SUPERVISORY RESPONSIBILITIES:** This position has no supervisory duties.

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**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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**TECHNICAL REQUIREMENTS:** Proficient in the use of Microsoft Excel, Microsoft Word, Bank information systems and software.

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**LANGUAGE SKILLS:** Communicate effectively, both verbally and written, with peers and managers and customers. Communicate basic and known level of concepts. Read and interpret general business documents. Write routine reports and general business correspondence. Must be able to read and interpret bank policies and procedures.

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**MATHEMATICAL SKILLS:** Position requires basic math skills with ability to add, subtract, multiply, and divide.

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**REASONING ABILITY:** Must possess the ability to solve practical problems using prescribed and detailed procedures. Problems are routine with standardized solutions that require sound judgment. Must meet bank standards surrounding accuracy, proof errors and outages.

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**EDUCATION:** High School diploma or GED and beyond preferred.

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**EXPERIENCE:** Minimum experience required to be successful in this job is 3-5 years of relevant work experience in the banking industry or in a position where cash handling is required.

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**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, stand, use hands to input data into the computer, and speak and hear. The employee is occasionally required to walk, stoop and lift files and boxes up to 20 pounds. Specific vision abilities required by this job include close vision.

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**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work environment is a typical office setting. The noise level in the work environment is moderate.

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*The Middlefield Banking Company considers applicants for all positions, without regards to race, color, religion, gender, national origin, age, disability, marital status, veteran status, or any other prohibited basis of discrimination, as provided under applicable state and federal law.*

**Please submit cover letter, salary requirement, and resume to Debbie Remias via [dremias@middlefieldbank.com](mailto:dremias@middlefieldbank.com)**