Position Title: Teller

Department: Branch Operation

Reports to: Chief Manager / Branch Manager

POSITION SUMMARY: A teller is considered as a critical link between the Bank and our customers and is responsible for providing the services to the customers.

ESSENTIAL FUNCTIONS:

- 1. Cash float procedure completed on or before 8.45 a.m.
- 2. Make cash transactions (deposits and withdrawals)
- 3. Ensure correct transactions (loan, savings, overdraft, CIB, CRST and other fees)
- 4. Filing of daily transaction documents (vouchers) at EOD
- 5. Remittance through CID (Cash deposit/withdrawal)
- 6. Intimation of wrong transactions to Chief Cashier or Branch Manager for timely remedial action or rectification
- 7. Intimation of rectification/adjustment of wrong transactions to chief cashier or Branch Manager for remedial action
- 8. Verify customer's signature/name/account no/photographs/CID before processing transactions
- 9. To get verification of withdrawal/payment transactions beyond their authority level from the authorized official
- 10. Provide accurate account information to the customers
- 11. Print teller transactions report (EOD) for verification and approval by Chief Cashier
- 12. Cash clear at the EOD
- 13. Cash labeling and binding before handing over to Chief Cashier
- 14. Ensure timely and best customer services all the time
- 15. Work closely with Chief Cashier for effective and efficient functioning of cash counter
- 16. Follow strict shift system (Especially during Lunch hour)
- 17. Handle questions and problems
- 18. Inter-branch repayment/cash transfer (Transaction)
- 19. Ensure timely and best customer services all the times
- 20. Liaise closely with chief cashier for effective and efficient functioning of cash counter
- 21. Maintaining the cash retention limit and if excess, transfer to the Chief Cashier
- 22. Deposit cheques to Banks for clearing (Twice daily) and clear cheques in the system
- 23. Other bank cheque clearing on daily basis (both front office and back office)

OTHER RESPONSIBILITIES:

- 1. Promote image of the Bank by speaking, acting responsibly, showing courtesy and positive attitude to others.
- 2. Contribute to enhancing customer satisfaction
- 3. Carry out other task as and when instructed by the supervisor
- 4. Maintain proper documentation.

- 5. Observe code of conduct by maintaining confidentiality of information and punctuality at all times.
- 6. Declaration of Conflict of Interest wherever required
- 7. Diligent use of office resources (Turning off the electrical appliances/equipment, close the water tap when not in use, etc.)
- 8. Maintaining proper and clean office decorum at all times.
- 9. Act as back up of other staff during their absence.