

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.