



Job Posting

Position: Teller Specialist
Part-Time, under 30 Hours per week
Date Posted: 03/29/19
Posting Ends: 04/03/19

Department: North Port Office
Reports to: Head Teller
Supervises: None

Summary: The Teller Specialist position is a critical and highly visible position at Charlotte State Bank & Trust. Every day Teller Specialists wait on hundreds of customers that often times have little or no interaction with other staff members so it is imperative that Teller Specialists make a positive impression by providing timely, efficient and professional service to our customers. Teller Specialists are expected to exemplify Charlotte State Bank & Trusts core values in each and every interaction with our customers and their co-workers. The North Port Teller will be cross-trained to back-up the Personal Banker position on a daily basis.

Job Requirements:

- Excellent customer service skills
- Excellent interpersonal and communication skills
- Must be flexible and possess the ability to handle multiple tasks at once
- Computer Skills, and the ability to operate standard office equipment
- Excellent organizations skills
- Must possess good cash handling skills

Specific Job Functions:

- Receives checks and cash for deposit to accounts, process loan payments, cashes checks and process withdrawals in accordance with banks policies and procedures. Prepare cashier checks, money orders. Sell travelers checks and assist customers with cash advances.
- Maintains up to date knowledge about the banks policies and procedures by attending meetings and training, and reading emails.
- Maintain up to date knowledge about the banks products and services and make appropriate recommendations to customers. Actively refer customers to other lines of business within the bank.
- Places holds on accounts on in accordance with stated policies and procedures
- Verify and prepare incoming and outgoing cash shipments.
- Assists customers with basic service transactions including stop payments, account inquiries, and research requests. Including debit card inquiries and online banking and bill pay assistance.
- Prepares CTRS in a timely and accurate manner and reports suspicious account activity in accordance with stated policies and procedures. Adheres to all compliance, regulatory and BSA related policies and procedures.
- Stay current and up to date in assigned e-learning courses.

- Balances cash drawer and reports any discrepancies to supervisor
- Ensures entire work area is clean and well stocked
- Answer telephones as needed.
- Assists customers with safe deposit as needed.
- Maintain a reasonable knowledge of the Bank Secrecy Act and Anti-Money Laundering Policies and regulatory requirements that are specific to your department.
- Cross-Trained as a Personal Banker to provide daily back-up support
- Performs other related duties as requested by supervisor.

If you are interested in applying for this position, please contact Human Resources and complete the Internal Application located on the Intranet. Send completed form to Human Resources for processing.