

## **BACKUP HEAD TELLER / CSR FLOAT**

**Location: Spencer & Wellington, OH**  
**Days of operation: Tuesday – Saturday**  
**Posting Date: 10/19/22**

### **Job Summary**

We are looking for an individual preferably experienced in the areas of cash handling, bank Teller / Customer Service Representative to “float” as needed between both locations with your base location being Spencer, OH. You will be responsible for the safe and accurate handling of money through activities such as verifying the customer’s identity, making sure checks are properly endorsed, and using the computer’s cash count screens. You will also answer phones, open and change various customer accounts along with creating and updating new/existing customers and have the ability to research, track and resolve customer issues in a polite and professional manner.

### **Back up Head Teller Responsibilities and Duties**

- Writing down and processing night depository, mail deposits and payments.
- Accepting cash, checks, and other forms of payment from customers and processing all transactions electronically throughout the shift.
- Preparing and processing specialized types of funds, such as money orders, and bank checks.
- Answering questions from customers and assisting with their accounts.
- Working with customer service reps and bookkeeping to help customers with ordering checks, problems they may have with their accounts, and issues they may have with their debit cards or online banking.
- Assuming other related duties and tasks to keep the teller area running smoothly, such as rolling coin and facing and strapping currency.
- Balancing the ATM on a rotating basis with the other tellers.
- Balancing your cash drawer at the end of each shift.
- Ensure the teller line is adequately staffed if another teller (in addition to the Head Teller) calls off or is on PTO.
- Order and ship cash while staying within limit and have a good working amount on hand.
- Verify incoming cash from FRB and cash sold to the vault from tellers.
- Distribute cash to tellers as needed and oversee teller cash drawer limits.
- Conduct surprise audits on Head Teller’s drawer at least once per quarter.
- Conduct vacation audits on Head Teller’s drawer and properly log audits.
- Conduct outage audits when the Head Teller is out of balance or if Head Teller is unavailable and report large cash outages to manager, internal auditor and security officer.
- Assist and oversee outage checklist.
- Assist teller in looking for outage (electronic journal/work) and accurately log teller outages.
- Process daily cash recap report if Head Teller is unavailable to do so.

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### **Back up CSR Responsibilities and Duties**

- Create new and update customers' accounts.
- Open Checking, Savings, Christmas Club, MMDA, CD, IRA, Safe Deposit accounts.
- Verify customer identification, mailing address, deposits, online check register, Qualifile, and ID Theft red flags.
- Perform CD withdrawals and redemptions.
- Perform IRA distributions and contributions.
- Create and change various forms.
- Accept and review POA paperwork.
- Research, review, and update deceased customer information.
- Complete the Wire Form and collect the money & fee and run tickets for wires.
- Ability to complete faxes and copies.
- Order checks and accessories for new and existing customers.
- Maintain VIP Club requirements.
- Set up NetTeller / iPay.
- Perform non-cash teller transactions.

### **Qualifications and Skills**

- Preferably two to three years of cash handling, Teller/CSR experience
- Excellent communication skills to include active listening
- Experience with computers, copy/printer/fax machines
- Excellent attention to details
- Ability to maintain confidentiality at all times
- Be willing to obtain a notary if asked

### **Education**

- High School Diploma or GED

### **Physical Requirements**

- Prolonged periods of sitting and/or standing at a desk and working on a computer
- Must be able to lift up to 15 pounds at times.

### **Benefits**

- Health, Dental, and Vision insurance
- Paid Time Off
- Retirement Benefits Plan (SEP)
- 50k Company Paid Life Insurance
- Company Paid Long Term Disability

***To apply for this position, please send letter of interest and current resume to:***

***[dltayner@fsb-spencer.com](mailto:dltayner@fsb-spencer.com)***