



Position: Head Teller – Full Time
Location: Ridgely, MD
Posting Date: December 11, 2020

The Head Teller is responsible for the day-to-day operation and supervision of the teller line. The incumbent must have a working knowledge of policy, procedures and regulations relating to teller line services.

Primary Duties and Responsibilities

- Performs all the duties of a Teller and serves as an active member on the teller line.
- Provides leadership, training and support to the teller staff.
- Maintains the branch vault including balancing, receiving and dispensing currency and coin to branch staff, preparing and processing incoming and outgoing cash shipments and ensuring branch cash needs are met.
- Maintains the ATM including settling, balancing, trouble shooting and ensuring adequate cash levels.
- Operates personal computer to process account activity, determine balances, and resolve problems within given authority.
- Handles requests for wire transfers, foreign currency orders, foreign check collection and dormant account reactivation.
- Provides effective customer service by answering customer questions and troubleshooting issues with ATM/Debit cards, online banking and other account related issues.
- Performs monthly audits of cash drawers.
- Gathers data and process various reports (e.g., currency transaction, returned items, overdrafts, etc.)
- Recognize opportunities to cross-sell the Bank's other products and services, referring customers to appropriate staff as needed.

Knowledge, Skills and Abilities

- Two to three years teller experience with record of increasing responsibility and leadership skills.
- Intermediate experience, knowledge and training in branch operation activities, terminology and products and services.
- Effective verbal, written and interpersonal communication skills with the ability to apply good judgement to carry out instructions, interpret documents, understand procedures, write reports and correspondence, and speak clearly to customers and employees.
- Good organizational and time management skills.
- Intermediate skills in computer terminal, keyboarding and personal computer operation; word processing and spreadsheet software.

Physical Requirements

- Mobility sufficient to perform activities required of position, including travel to Branch locations.
- Manual dexterity for the functional operation of office equipment such as computers, calculators, etc.
- Ability to actively engage in necessary communications with both internal and external customers.
- Ability to lift up to 20 pounds

Please email resume and/or completed application to HR@queenstownbank.com.

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