



## JOB DESCRIPTION

**Position:** Head Teller – Full Time

**Location:** Queenstown, MD

This position is responsible for performing daily operations and supervision of the Tellers and Teller Line; managing the vault, ATM supply and monthly surprise audits of the other Tellers; processing a variety of routine financial transactions including check cashing, withdrawals, deposits, night deposits, mail deposits and loan payments; recording all transactions and preparing daily settlements of teller cash and transactions according to branch procedures; greeting customers, delivering prompt and efficient service and providing information about bank products and services; following all required security procedures and policies; promoting business for the Bank by maintaining good customer relations and referring customers to appropriate staff for new services.

### Qualifications:

- High school diploma or general education degree (GED) and a minimum of 1 year of Teller experience related experience and/or training. Work related experience should consist of a cash handling and/or customer service background.
- Other skills required:
  - Strong leadership and supervisory skills
  - Basic knowledge of related state and federal banking compliance regulations, and other Bank operational policies.
  - Strong skills in keyboarding and personal computer operation; word processing and spreadsheet software.
  - Ability to multi-task and strong attention to detail.
  - Basic math skills; calculate interest and balance accounts; add, subtract, multiply and divide. Locate routine mathematical errors, count currency, coin and negotiable instruments in a timely manner.
  - Effective verbal, written and interpersonal communication skills with the ability 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.
  - Ability to actively engage in necessary communications with both internal and external customers.

### Physical Demands:

- Frequently required to stand, walk, sit and utilize hand and finger dexterity.
- Occasionally required to lift up to 25 pounds.

Please email resume or completed application to [HR@queenstownbank.com](mailto:HR@queenstownbank.com).

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*Just the bank you need.™*