



## JOB DESCRIPTION

**JOB TITLE:** Head Teller / CSR – Full-Time

**LOCATION:** Cambridge, MD

**SUMMARY: This position serves as a Head Teller and Customer Service Representative.**

In the Head Teller role 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

In the CSR role this position is responsible for opening a variety of new accounts for customers including checking, IRA, CD and others; collecting required information from new account customers and completing account set up process including data input, verifying references, and documentation; providing information and answering questions regarding interest rates, fees, and bank policies; completing process to transfer accounts for customers, if needed; making appropriate referrals to cross-sell a variety of bank services; providing support to all assigned areas of branch operations where service or assistance is needed, including the teller-line, ATM management and vault duties.

**QUALIFICATIONS:**

- High school diploma or general education degree, two years of related experience and/or training.
- Work related experience should consist of banking customer service.
- 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 work independently and as a team member.
- 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 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.
- Ability to actively engage in necessary communications with both internal and external customers.

**SUPERVISORY RESPONSIBILITIES:**

- Leads and supervises Tellers and Teller Line operations

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- 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 internal and external customers.

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

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