



## Teller Position Profile | March 2017

Expressions of interest should be directed to:

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## Position Purpose

The teller position at First Federal Savings serves as a highly visible representative of the Company to customers. The teller works closely with other tellers and customer service representatives to serve customers with the highest level of service and to cultivate new relationships and nurture existing relationships.

## Reporting Relationships

The teller position of First Federal Savings reports to the appropriate Customer Service Supervisor, who reports to the Branch Manager.

## Key Responsibilities

### Customer Service

- Deliver the highest level of service to First Federal's customers, while adhering to all company policies and procedures
- Serve as one of the "faces" of First Federal to customers, exhibiting a sense of confidence and professionalism
- Assist and address customer inquiries with a sense of urgency and understanding, partnering with colleagues on the teller line as well as in Operations in order to direct the customer to the appropriate individual
- Solve basic problems and answer fundamental customer inquiries in a pleasant way, including questions regarding account balances, CD maturity dates, and simple "Profile 1" information

### Product and Service Promotion

- Maintain a basic understanding of First Federal's products and services, including a working knowledge of all service fees and charges, the difference between ATM and debit cards, in order to adequately converse with customers about them
- Have a working knowledge of how to accurately quote savings rates, how to explain First Federal's Truth In Savings disclosure to customers, as well as why, from a compliance perspective, the rate quote and disclosure work together
- Prepare accurately and document transaction tickets and address change forms
- Engage appropriate individuals at First Federal for problem solving and trouble-shooting, including Savings Operations, Loan Servicing, customer service staff, and branch managers, in order to adequately and professionally address more complex customer inquiries
- Advocate proactively First Federal's products and services to non-customers, including deposit and loan products, without the responsibility of opening accounts

### Transaction Management and Cash Handling

- Manage a cash drawer with maturity and the highest level of integrity
- Adhere to all First Federal security policies and procedures, particularly when they apply to opening and closing procedures, cash handling, and cash drawer limits
- Balance drawer accurately using both ClearTouch Teller and manual balance sheets, with an understanding of credits and debits and an ability to detect balancing errors
- Execute daily transactions for First Federal's customers, including deposits, withdrawals, check cashing, monetary instruments, night deposits, mail, and loan payments
- Process accurately the savings bond redemptions, as well as the sale of monetary instruments while completing and sending all documentation to the Accounting department
- Understand completely First Federal's policies and procedures regarding check cashing, including check negotiability, check holds, and fraudulent checks
- Navigate easily through basic ClearTouch screens, including ClearTouch Teller, Customer Source, Profile I, and customer histories, in order to address simple account inquiries, while on alert for flags, red flags, and messages, knowing when to ask for assistance
- Create, scan, and submit checks via Web Capture for processing

### Regulatory and Compliance

- Maintain current knowledge of Bank Secrecy Act, recognizing the necessity to accurately complete a CTR or monetary instrument log for all transactions involving cash of \$3000 to \$10,000, and over \$10,000
- Recognize suspicious activity and take appropriate action with the correct officer
- Have a working knowledge of Regulation CC and First Federal's Funds Availability policy, with the ability to complete hold notices
- Understand First Federal's Customer Identification Program according to the USA Patriot Act and know what the minimum requirements are to satisfy proper identification, as well as what are acceptable forms of identification
- Recognize red flags in regards to identity theft and contact the appropriate person at First Federal to address this issue
- Maintain the utmost confidentiality when working with customers and have a basic knowledge of First Federal's privacy policies and procedures, including who may have information regarding accounts
- Have a clear understanding and appreciation for First Federal's Information Security and Internet/Intranet policies and procedures, as well as what steps to take if an information security breach does happen
- Be aware of the Community Reinvestment Act and where First Federal maintains its public file, while tactfully referring the inquiring individual to a branch manager or officer



### Locations & Hours

The Main Office of First Federal Savings is located at 2 North Second Street in Newark. First Federal also has offices on 21<sup>st</sup> Street in Newark, Heath, Pataskala, Gahanna, and Granville. Hours are generally 8:30 AM to 5:00 PM Monday through Friday, and Saturdays from 8:30 AM-12:00 PM.

### Key Qualifications, Competencies, and Attributes

- High school diploma preferred
- Previous teller or cash handling experience is preferred
- A work ethic that is focused, motivated, mature, energetic, and detail-oriented
- Character defined by honesty, kindness, and collaboration
- A personal style that is neat, tidy, and professional
- Working knowledge of computer and office equipment operation

*First Federal Savings is an equal opportunity employer. Employment decisions are based on merit, qualifications, and abilities. First Federal does not discriminate on the basis of race, color, religion, sex, age, marital status, sexual orientation, gender identity, national origin, physical or mental ability, status as a disabled veteran or any other classification protected by law.*



## About First Federal Savings

### Vision

First Federal is a community-oriented financial institution that proactively builds relationships by providing unmatched customer service in delivering mortgage loans and retail deposit services to all demographics, while ensuring the strength of the institution.

### History

First Federal is a little different community bank. Founded in 1934 in Newark, Ohio as a mutually owned savings association, we have strong roots serving Central Ohio. We pride ourselves in offering top quality products and services designed for our customers, with a banking experience that's second-to-none.

What's our secret? We don't offer everything. We focus on families and small businesses, where we're experts. Plus, we take service personally. And we're committed to our communities, proactively looking for ways to contribute in a meaningful way.

If you want to be part of something that's better, visit us online at [www.firstfedohio.com](http://www.firstfedohio.com) or follow us on Facebook at [www.facebook.com/firstfedohio](https://www.facebook.com/firstfedohio).

Member FDIC. Equal Housing Lender.