JOB DESCRIPTION

| **TITLE** | HEAD/LEAD TELLER  |
| --- | --- |
| **Reports To**  | [Insert Title] |

**Job Purpose**

The Head Teller at [Organization Name] oversees the daily operations of the teller line, ensuring efficient transaction processing and adherence to all banking regulations. This role is pivotal in maintaining operational integrity and providing exceptional service to members, enhancing customer satisfaction and trust in our financial services.

Additionally, the Head Teller manages treasury functions, trains new tellers, and supports the team in complex member service situations. This leadership position requires a focus on both regulatory compliance and fostering a supportive environment that promotes team development and operational excellence.

**Duties and Responsibilities**

Overall Responsibilities:

* Oversee and manage daily teller operations, ensuring efficiency and accuracy in transactions.
* Perform treasury management tasks including balancing the vault, ordering cash, and managing cash shipments.
* Train, mentor, and support tellers, ensuring compliance with banking operations and customer service standards.
* Serve as the primary contact for complex transactions, escalating issues as necessary.
* Conduct regular audits and reconcile discrepancies to maintain accurate financial records.
* Ensure adherence to all regulatory and internal policy requirements related to cash handling and security.
* Stay updated with the latest banking technologies and practices to enhance service delivery.
* Collaborate with branch leadership to meet service goals and enhance customer experiences.
* Perform other duties as assigned

**Qualifications**

* High School Diploma or equivalent; post-secondary education in Finance or Business is a plus.
* X years of experience in a banking environment, with prior leadership experience highly desirable.
* Proficiency in cash handling, knowledge of banking regulations, and familiarity with modern banking software.
* Certification in banking or financial services is advantageous.

**Core Competencies**

* Excellent cash management and financial transaction skills
* Strong leadership and team mentoring abilities
* High level of attention to detail and accuracy
* Effective problem-solving and decision-making skills
* Ability to deliver outstanding member service and build relationships

**Working Conditions**

* Work schedule is {insert time and days, e.g., 8:00 A.M. to 5:00 P.M. Mondays through Fridays}.
* Primarily based in a bank branch with requirements for occasional extended hours.
* High-pressure situations during peak banking hours and financial reporting periods.
* Long periods of standing and frequent handling of cash and documents.