

Customer Service Representative / Teller

Kopernik Bank



Position Summary

Bank Customer Service Representatives / Tellers are responsible for providing exceptional customer service including efficient and accurate transaction processing.

Key Duties & Responsibilities

- Accept deposits, loan payments, process checking and savings account withdrawals.
- Cash checks.
- Maintain an adequate cash drawer at all times; this includes buying and selling currency from the vault as necessary.
- Balance cash drawer in accordance with Bank procedures and regulations including the processing of cashed checks.
- Assist in ordering, receiving, verifying, and distributing cash.
- Answer customer inquiries and refer customers to the proper service area for issues that cannot be resolved at the teller line.
- Providing additional products including Personal Money Orders.
- May be responsible for bank opening and/or closing.
- Maintains the highest level of confidentiality with all information obtained.
- Promotes the bank's products and services.
- Represent the Bank in a manner that maintains and expands positive relations with all customers, potential customers and co-workers.
- Perform as a team member in allocating and coordinating the work flow.
- Contribute to the fulfillment of department and company objectives and goals.
- Comply with all department and company policies, procedures and regulations.
- Other duties as assigned.

Knowledge, Skills & Abilities

- Excellent customer service skills, attentiveness, information retention, tact and diplomacy in dealing with both customers and employees.
- Mathematical skills.
- Strong communication & organizational skills.
- Detail oriented, high degree of accuracy.
- Competence with computers, telephone, Microsoft Word and Excel, 10-key calculator and other office machinery.
- Ability to work in a fast-paced environment & under pressure as needed
- The ability to make sound decisions. This may include making on-the-spot decisions regarding customer transactions; weighing customer satisfaction issues with the Bank's exposure to loss or fraud and the ability to think through and rationalize decisions.
- This position requires a perceptive person who is capable of relating to individuals at all levels. As unique situations present themselves, the incumbent must be sensitive to Bank needs, customer and employee goodwill, and the public image.
- Familiar with retail banking regulations and teller roles and responsibilities relating to each.

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- The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions.

Education & Experience

High school diploma or GED required.

Previous teller experience preferred but not required.

Previous cash handling experience preferred but not required.

A credit check and criminal background check must be passed prior to starting.

Kopernik Bank is an Equal Opportunity Employer.

Qualified applicants, please send your resume to Human Resources.
2101 Eastern Avenue, Baltimore, Maryland 21231
CustomerService@KopernikBank.com
410-276-4905