

Bank tellers assist customers by completing various account transactions such as cashing checks, issuing savings withdrawals, and receiving deposits and loan payments. They follow established guidelines to record transactions and comply with bank operations and security procedures.

### Example positions

Account Representative, Bank Teller, Branch Operations Specialist, Customer Relationship Specialist, Customer Service Associate (CSA), Financial Services Representative (FSR), Member Services Representative, Personal Banking Representative, Roving Teller, Teller

## COMPETENCIES

**Time management** – They focus on completing all work tasks in a timely manner while remaining responsive enough to react to competing demands and shifting priorities. They are able to manage multiple responsibilities while being organized, keeping on top of important time-sensitive tasks, and performing all work accurately.

**Applying standard practices** – Individuals who exhibit this competency follow well-established processes or techniques when completing any given task. They tend to consult management when situations fall outside the scope of defined practices.

**Quality focus** – Bank Tellers ensure that all work in one's own area of the business, throughout the organization, by vendors, suppliers, etc. is performed with excellence and to high standards for quality and integrity.

**Accountability** – They take responsibility for their own performance and accept full ownership of issues, problems, and opportunities, regardless of the source.

**Helpfulness** – Individuals who exhibit this competency are able to convey a helpful demeanor to customers in all circumstances. They follow through with customers to ensure requests are fulfilled and complaints are addressed in a timely manner.

### Representative behaviors

- Stays on top of concurrent tasks and activities effectively
- Works within existing practices
- Demonstrates great attention to detail
- Takes responsibility for own mistakes
- Follows through to fulfill requests or answer questions to the customer's satisfaction



