

**Position:** Teller Supervisor

**Department:** Retail

**Reports to:** Center Manager

**Job Code:** 241

**FLSA status:** Hourly Non-Exempt

Summary: A Teller Supervisor leads and directs the Teller staff and operations in order to deliver excellent customer service to all Bank customers. Monitors the Teller area activity to ensure compliance with the Bank's policies and procedures. Provides input to Center Manager regarding Teller operations and performance in order to improve the efficiencies of the Bank.

**Primary Accountabilities:**

- Deliver excellent customer service to all Bank customers.
- Oversee and ensure completion of Branch operational tasks.
- Preference given to those with strong knowledge of Integrated Teller System and Bank policies and procedures.
- Ability to schedule and handle Teller workflow.
- Resolve customer problems presented for review by Tellers.
- Ensure that an economical quantity of cash is available and safe guarded.
- Issues written and oral instructions on Teller Operations.
- Openly communicates with staff on any operational changes or other Bank information.
- Provide daily leadership and support to Tellers when needed.
- Other duties as assigned

**Education/Experience:**

- 4+ years of banking experience.
- High school diploma required
- Associates degree or Bank Management courses preferred
- Good leadership, training and coaching skills.
- Excellent customer service and communication skills.

**Physical Demands/Work Environment:** Individuals must be able to move about, stand and have manual dexterity. The work environment is generally well-lighted HVAC-controlled office. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

It is the responsibility of every Bank employee to maintain an effective BSA/AML/OFAC internal control structure, including suspicious activity monitoring and reporting. Every employee that comes in contact with a reportable transaction and/or suspicious activity should obtain the proper documentation and file the appropriate report in a timely manner. Nothing in this description restricts the Bank's rights to assign or reassign duties and responsibilities to this job at any time.

The First National Bank of Waterloo does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

**No Relocation Expenses Paid.** If you are outside the Smithton, Illinois commuting area, you must advise whether you are willing to relocate at your own expense to be considered an External Candidate.