



**Job Title:** Senior Teller  
**Reports to:** Banking Center Coordinator  
**Department:** Retail  
**FLSA Status:** Non-Exempt

**Summary:**

Receives and pays out money and keeps records of money and negotiable instruments involved in financial transactions by performing a variety of duties.

**Essential Duties and Responsibilities:**

- Accept deposit and loan payments, cash checks, verify funds;
- Confirm customer identity and answer telephones;
- Responsible for maintaining a cash drawer, tracking each transaction using the Insight Teller System, accurately scanning all transactions and balancing the drawer following each work shift;
- Cross Sell full array of banking products to all deposit and loan clients;
- Responsible for maintaining compliance daily;
- Responsible for ensuring correct signature authorizations have been met on all checks;
- Report discrepancies immediately to the Banking Center Coordinator and assist in clearing discrepancies;
- Responsible for balancing vault and ATM daily;
- Responsible for training new staff on the banking systems;
- Perform tasks quickly and accurately while maintaining excellent customer service and the confidentiality of the Bank's customers;
- May be responsible for completing reports and completing outbound sales calls for customer service related matters as assigned by Banking Center Manager;
- Remain current on, adhere to and ensure that all regulatory requirements and training are being maintained; and
- Perform all other duties as assigned.

**Education/Experience:**

High School diploma or equivalent; 2 + years related experience.

*Triumph Bank-Senior Teller*

*Updated by: C.Duncan, July 18, 2016*

*Approved by:*

**Knowledge, Skills and Abilities:**

- Effective interpersonal relationships with customers, management and team members;
- Ability to operate in a team environment to accomplish shared goals;
- Basic Mathematical Skills;
- Working knowledge of all consumer products offered by the bank;
- A thorough understanding and application of all policies, procedures and regulations pertaining to the work of a Senior Teller.
- Ability to solve practical problems and interpret a variety of instructions furnished in written, oral or schedule form;
- Ability to effectively manage time as related to daily tasks;
- Ability to prioritize multiple demands in a high pressure environment while maintaining professional demeanor; and
- Acquire proficiency of the Navigator and Insight Teller Systems and electronic communications.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Sit or Stand for extended periods;
- See to read small print or complex reports;
- Effectively communicate orally;
- Manually operate keyboard, mouse and other personal computing devices;
- Manual dexterity to quickly and accurately count cash and coin; and
- Occasionally lift up to 15 pounds.

**Compensation and Benefits:**

This position is eligible for all group benefits of a non-exempt employee as defined in the Triumph Bank Employee Handbook. The Banking Center Coordinator will evaluate the performance of the Senior Teller on at least an annual basis.

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