



# FARMERS & MERCHANTS BANK & TRUST

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Job Title:	<b>UNIVERSAL TELLER – PART-TIME</b>	Prepared By:	Human Resources
Reports to:	HEAD TELLER	Dated:	August 2021
EEOC Class:	Non-Exempt	FLSA Status:	Non-Exempt

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\*Regular Work Days: Monday – Friday – Some Saturdays May Be Required

\*Regular Work Hours: 10:30 A.M. – 2:30 P.M. Monday – Friday  
Saturday Rotation: 7:45 A.M. – 11:00 A.M. – Saturday Rotation - Drives

Work hours/days listed are intended to be a general schedule. Employer may rearrange work schedule or request additional hours be worked to meet the needs of the business.

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**Job Summary:** Operate a teller station performing a variety of banking transactions, cross sell bank products, refer customers to appropriate area when needed, follow policies and procedures, provide quality customer service and maintain accurate records.

**Essential Duties and Responsibilities include the following.** Other duties may be assigned.

- Customer Relations – Greeting customers in a friendly and professional manner
- Provide accurate and timely customer service.
- Perform customer banking transactions and cross-selling Bank products.
- Receives checks and cash for deposit to savings, checking accounts or loan payments. Verifies deposit amounts, examines checks for endorsement and negotiability.
- Cashes checks and pays money from savings and checking account upon verification of signatures and customer account balances. Inspects all checks, bonds, money orders, savings withdrawals to determine their negotiability.
- Balancing cash drawer daily.
- Assisting in maintaining security through: a) verification of identification of customers and documents b) complying with all Federal, State and Bank procedures and guidelines c) safekeeping of Bank assets.
- Keeping informed of new and current Bank products and services and other information of interest to customers.
- Stays current on applicable banking regulations and security procedures and practices to prevent fraud or other bank losses and to comply with regulatory requirements.
- Answers customer inquiries and provides information in accordance with bank policies.
- Resolving product or service concerns to ensure customers satisfaction: consulting with supervisor when necessary.
- Responding to inquiries, providing product or service information and ensuring that customers receive the best possible service.
- Performing other duties as assigned or requested.

**Performance Factors:**

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily and should demonstrate the following competencies:

- Ability to provide exceptional customer service to all customers.
- High Level of Confidentiality.
- Ability for high level of accuracy and detail.
- Ability to prioritize workload and manage responsibilities.
- Knowledge of compliance with banking regulations.
- Proficient knowledge of Bank software programs, Microsoft, Office, and office systems.
- Represents the bank in a professional and positive manner.
- Maintains and acceptable attendance record.

**Education/Experience:**

- High School diploma or equivalent
- Past cash handling and customers service experience is preferred.
- Ability to learn quickly in a fast-paced environment
- PC and keyboard skills
- High level of energy and positive attitude

EOE Statement: Farmers & Merchants Bank & Trust is an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, sexual orientation, national origin, disability status, genetic information, pregnancy, protected veteran status or any other characteristic protected by law.