

## **Teller Supervisor**

Stoughton, MA

Envision Bank believes in people helping people – it was our belief when we first opened our doors in 1851 as Randolph Savings Bank, and it holds true today. For over 150 years, we have been providing individuals, families, homeowners, and businesses in our community a wide variety of products that are convenient and hassle-free.

We're employee owned, and customer experience driven. We care, and we need people who care as much as we do. We are part of the communities in which we live. Relationships matter. We strive to make things simple and get things done. If this sounds like you, please read on . . .

### **Position Summary:**

The Teller Supervisor is responsible for leading and motivating the teller team to create superior customer experiences. They are expected to be a role model of service excellence and needs identification as well as coach to the teller referral process. They will coach their team to ensure that monthly (personal and team) teller referral targets are met. The Teller Supervisor oversees teller operations and sales, coordinates teller schedules and assignments, maintains and settles vault cash, refers customers to platform for sales opportunities and ensures teller security. Teller Supervisors must be able to demonstrate and coach to teller referral processes. Performs all tasks in compliance with established Bank policies and procedures, with Federal and State laws and with all Fair Lending regulations.

### **Primary Responsibilities:**

#### **Sales and Sales Coaching**

- Instrumental in contributing to the growth of the branch. Leads by example by exceeding all referral targets as well as coaching tellers to ensure that customer needs are identified, and products are recommended as appropriate. Also, must be able to diagnose developmental opportunities when a teller is challenged in executing the teller referral process and coaching to key behaviors to improve results.
- Coordinates teller personnel to provide superior customer service. Acts as a resource to tellers in processing transactions, handling customer situations, balancing cash, and following security rules. Troubleshoots problems and provides sound resolutions.
- A strong focus on product knowledge is a must. This will allow the Teller Supervisor to proactively refer different products in different customer situations and coach the teller team to do the same.

#### **Operations**

- Ensure tellers adhere to all Bank operational standards, policies, and procedures. Provides leadership example and direction in matters of compliance. Performs regular teller audits.
- Responsible for branch cash and settlement. Tasks include: handling cash orders and shipments, maintaining cash levels, buying and selling to tellers, proving vault and ATM, coordinating the branch settlement, controlling travelers' checks, money orders and treasurer's checks, and performing consignment audits.
- Provides efficient courteous customer service as teller: accepts and processes customer transactions, disburses cash, answers customer questions and resolves customer problems.
- Performs specific daily branch and operation tasks that may include: verifying and submitting currency transaction reports, training new tellers, sorting and distributing mail, maintaining returned checks log, conducting security meetings and servicing ATM.
- Contributes to teller performance evaluations with input on daily teller results.
- Ensure staffing levels are appropriate and is active in the employment life cycle (recruitment/selection, employee relations, performance management, training and development).
- Required to adhere to requirements of the SAFE ACT and Mortgage Loan Originator Rule as outlined in the ENVISION BANK SAFE ACT and Mortgage Loan Originator Rule policy. In addition, each LO will receive annual training on SAFE ACT and Mortgage Loan Originator Rule. The LO is required to follow specific procedures that outline when the MLO NMLS# should be provided, and on which documents the MLO NMLS# should be displayed, such as business cards, emails, correspondence, etc.
- Demonstrates continual learning by attending industry seminars, webinars and other training programs. May be asked to participate in community events.

### **Position Requirements:**

- High school diploma or equivalent and two (2) years' teller/branch experience
- Must possess strong motivation to meet and exceed sales goals while keeping excellent Customer Service at the heart of everything they do
- Requires strong reasoning and communication (oral, written) skills, as well as the ability to develop alliances across an organization. Also, requires current knowledge in the areas of: products, services, systems, operations, compliance and bank regulations

- Must have a strong base of product knowledge
- Strong leadership qualities a must in order to effectively manage a teller team
- Able to supervise others and coordinate work effectively.
- Ability to accurately process computer transactions.

**Envision Bank offers a comprehensive benefit package including 401(k) Safe Harbor and Matching contributions and Employee Stock Ownership Plan (ESOP) participation.**

At Envision Bank **PRIDE** is the foundation of who we are and what we strive to be. If you possess a **P**assion to win, are **R**elationship-driven, thrive in an environment of **I**nnovation and continuous learning, believe in **D**oing the right thing, and are interested in Engaging with a collaborative team, then we want to get to know YOU better!

Apply today at <https://envisionbank.applicantstack.com/x/apply/a2clvbs2z90v>

Envision Bank takes pride in being an Equal Employment Opportunity employer and seeks to create and maintain a vibrant diverse workforce. Equal Opportunity Employer – minorities/females/veterans /individuals with disabilities/sexual orientation/gender identity are strongly encouraged to apply.