

## **Teller**

### **Randolph/Stoughton/Holbrook Area , 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 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 is an Ambassador of Envision Bank, providing a superior customer experience while processing a variety of customer transactions. Tellers must be able to recognize opportunities for customer's needs and cross sell/recommend products when appropriate. Daily duties include balancing and reconciling daily cash, checks, and performing other duties as assigned. The Teller performs all tasks in compliance with established Bank policies and procedures, with Federal and State laws and with all Fair Lending regulations.

#### **Primary Responsibilities:**

##### 1. Sales:

- Instrumental in contributing to the growth of the branch. Tellers must possess ability to identify customer needs and recommend products to them. Tellers will be asked to participate in community bank events from time to time.
- Greets customers and handles transactions while providing a superior customer experience. Maintains positive interaction throughout. Serves as general information resource for customers, answers customer questions, directs customers for further assistance, and refers customers to platform for sales opportunities.
- Performs variety of customer service transactions, including: processing customer transactions, providing customers with account information, disbursing cash, and cashing checks.
- Maintains updated knowledge of Bank products and services.

##### 2. Operations:

- Adheres to Bank policies and procedures and performs functions in compliance with all rules and regulations. Updates knowledge of security and regulatory requirements through participation in training.

- Accurately and efficiently balances cash drawer on daily basis. Follows up to resolve discrepancies.
- Responds to all telephone inquiries in a timely and courteous manner.
- Performs other Teller duties, which are not limited to, but may include: processing night bags, assisting customers to safe deposit box area, sorting and filing, stocking customer materials.
- Performs related Teller and clerical support functions as assigned or required.

**Other Responsibilities:**

The above is a description of the ordinary duties of the position. It should be expected that from time to time other duties [both related and unrelated to the above] may be assigned and are therefore required.

**Position Requirements:**

- High school diploma or equivalent.
- Must possess strong motivation to meet and exceed sales goals while ensuring excellent Customer Service as the center of every interaction.
- Ability to recognize the need for and recommend additional Bank products when appropriate
- Strong base of product knowledge
- Ability to work in a team environment
- One to two years of cash handling experience.

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/a2clvbsxpuo4>

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.