

UNITED SOUTHERN BANK

<i>Job Title : Head Teller</i>	<i>FLSA status: Non-Exempt</i>
<i>Department: Branch Office</i>	<i>Reports to: Branch Manager</i>

Position summary: The Head Teller serves as a lead teller, performs teller duties, and provides guidance and assistance to tellers with more complex customer transactions. May perform more demanding teller duties, such as vault maintenance.

Role qualifications:

- Ability to supervise employees in teller-related duties and personnel issues
- Understanding and adherence of legal and regulatory requirements for teller transactions
- Knowledge of daily balancing processes
- Knowledge of financial services
- Ability to prevent losses due to fraudulent transactions
- Performs other related duties as assigned
- Projects a professional image in dress, manner, and communication

Position responsibilities:

- Manage, lead and coach staff of tellers
- Prepare daily balance sheets
- Train teller staff
- Conduct performance reviews
- May also perform CSR functions as needed
- USB employees are expected to comply with all BSA and Compliance regulations, rules, acts & laws

Essential skills and experience:

- Quality customer service delivery
- Excellent interpersonal and communication skills
- Ability to work and make decisions independently
- Foster strong partnerships with internal units
- Three or more years of experience as a teller and supervisor

Physical demands and work environment: The physical demands and work environment characteristics 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 functions.

Physical demands: While performing the duties of this job, the employee is occasionally required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; balance; stoop; talk or hear. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.