

TELLER

Department:	Collierville - Schilling
FLSA Classification:	Non-Exempt
Revision Date:	April 2026

The Teller position is a welcoming, community-facing role that helps neighbors, families, and local businesses manage their everyday banking with confidence. As the first point of contact in the branch, you will process transactions accurately, respond to customer questions with care, and connect customers to the right bank partners and solutions when needs arise. You will follow bank policies and procedures to safeguard customers and the Bank, mitigate risk, and ensure every interaction reflects our commitment to service, trust, and a positive branch experience.

Essential Functions

- Process customer transactions effectively and efficiently, including deposits, withdrawals, transfers, loan payoffs and draws, official checks, etc.
- Recognize/identify all customer needs, cues, and clues in every transaction and properly refer customers to the platform for an additional needs-based conversation
- Execute the BankTennessee service standards in every customer and teammate interaction
- Understand and listen for customer issues and concerns and either own the problem or refer to a branch teammate who can help address the concern
- Maintain service knowledge standards in conjunction with related regulations, policies, and procedures
- Execute daily operations including balancing, supplies ordering, balancing the ATM and vault, and performing branch capture procedures
- Protect the bank from unnecessary risk by following compliance, risk, and operational procedures
- Stay up to date on all regulations, policies, and procedures applicable to the Teller position and other branch operations. Complete all assigned training and development modules and seek out additional relevant professional development opportunities.
- May assist with coaching and mentoring, and serve as a role model in all areas of operations, for all Teller teammates
- Consistently demonstrate and communicate the Bank's commitment to a culture of professionalism, compliance, high ethical standards, integrity, and respect.

Competencies

- Strong analytic and critical thinking skills, with a high level of attention to detail.

- Excellent communication and interpersonal skills
 - Professional and articulate verbal communication skills, both in person and via telephone.
 - Attentive and active listening skills.
 - Strong writing skills, demonstrating clarity and accuracy in vocabulary, grammar, spelling, and punctuation in all written correspondence and documentation.
- Ability to maintain strict confidentiality and manage sensitive financial information.
- Ability to count cash and coin in a fast-paced environment, and to perform basic math calculations efficiently and accurately.
- Proven time management and organizational skills; able to effectively manage multiple priorities while maintaining a commitment to accuracy and timeliness.
- Ability to learn Bank software programs effectively and efficiently, as well as a strong working knowledge of Microsoft Word and Excel.
- Excels in a team environment, with the ability to build and maintain professional working relationships.

Required Education and Experience

- High school diploma or equivalent required.
- 1 year of customer service experience required; banking experience preferred.
- 1 year of cash handling experience required.

Travel

- Occasional travel to other BankTennessee facilities and non-Bank facilities for professional development opportunities, community engagement activities, and other events.

Physical Demands

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand or sit; kneel, stoop, or squat; use hands or fingers to handle or feel objects, tools or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to walk. The employee must occasionally lift and /or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and the ability to focus.

Work Environment

The Bank’s professional working environment requires employees to communicate effectively, both verbally and in writing. Employees must demonstrate strong interpersonal skills when working closely with internal business partners and external clients. Employees may be exposed to confidential and propriety information within the working environment, therefore, must uphold confidentiality at all times. Due to the possibility of being exposed to high-risk situations (i.e. robbery), detailed instructions and procedures are required to be followed at all times to safeguard employees and customers.

This job description is a general description of the types of responsibilities that are required of an individual in this job. It is not intended to cover or contain a comprehensive listing of all duties, responsibilities or activities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

BankTennessee is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, ancestry, national origin, sex, sexual orientation, religion, age, disability, genetic information, veteran status, or any other characteristic protected by State or Federal law.

Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____