



## POSITION DESCRIPTION

**Job Title:** **Teller/Customer Service Representative – Floyd, VA (Full-Time)**

**Reports To:** Branch Manager

**FLSA Status:** Non-Exempt

**Summary:** Provides account services to customers by receiving deposits and loan payments; cashing checks; issuing savings withdrawals; recording night and mail deposits; selling cashier's checks, and cashing savings bonds; answering questions in person or on telephone; referring to other bank services.

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

- At Skyline National Bank, our core values are *Smart, Kind, Young-at-heart, Local, Inspired, Nonconforming and Energetic*. We look for ways to be “always our best.” As a member of our team, you do important work. You craft an experience, aim for the sky, set a high standard and look for ways to set your bar ever higher.
- Receives checks and cash for deposit, verifies amount, and examines checks for endorsements.
- Cashes checks and pays out money after verification of signatures and customer balances.
- Enters customers' transactions into computer to record transactions, and issues computer generated receipts.
- Places holds on accounts for uncollected funds.
- Balances currency, coin, and checks in cash drawer at end of shift, and compares totaled amounts with data displayed on computer screen.
- Sells Cashier's Checks.
- Balances Automated Teller Machines (ATM's) as needed.
- Reconciles cash drawer by proving cash transactions; counting and packaging currency and coins; reconciling loan coupons and other transactions; turning in excess cash and mutilated currency to head teller; maintaining supply of cash and currency.
- Complies with bank operations and security procedures by participating in all dual-control functions; maintaining customer traffic surveys; auditing other tellers' currency; assisting in certification of proof.
- Maintains customer confidence and protects bank operations by keeping information confidential.

- Cross-sells bank products by answering inquiries; informing customers of new services and product promotions; ascertaining customers' needs; directing customers to a branch representative.
- Scan daily transactions for transmission to proof department for review and balancing.
- Regular and reliable attendance is needed to perform the essential functions of this job.
- Responsible for knowledge of and compliance with all applicable laws, regulations, and bank policies and procedures that pertain to this position, including but not limited to the Bank Secrecy Act. In addition, participation is required in any training necessary to achieve a thorough understanding of how these laws relate to the responsibilities of the position.
- Completes assigned training and complies with all cyber and information security policies and procedures.

**Skyline National Bank offers excellent benefits such as Medical, Dental, Vision, Disability Insurance, paid holidays, paid time off as well as a 401(K) Plan with match.**

**Interested candidates can apply by emailing a resume to the Human Resources Department at [hr@skylinenationalbank.com](mailto:hr@skylinenationalbank.com).**

**Skyline National Bank is an EOE, AA and E-Verify Employer.**