

First Bank of Highland Park

Date	11-7-2018	Requisition Number	2018 – 31 and 2018 - 32
Position	Teller		
Department	Teller Operations		
Reports To	Teller Manager		
Basic Function	Provide friendly, professional services to bank clients by conducting appropriate transactions and relevant trouble shooting.		
Essential Duties	<ol style="list-style-type: none"> 1. Perform all the essential Teller duties <ul style="list-style-type: none"> • Receive checking and savings deposits: verify cash and endorsements, receive proper identification for cash back, and issue receipts of deposit • Process savings withdrawals and cash checks: verify endorsements, receive proper identification, and ensure validity • Issue personal money orders and cashier’s checks • Process deposits from ATM and night deposit • Buy and sell currency from the vault as necessary to ensure cash limits are not exceeded • Accept loan payments: verify payment amount and issue receipts • Log and process mail • Prepare/change currency orders for business clients and roll coin • Accept county property tax payments • Close accounts per client request • Gather CTR information • Redeem savings bonds • File and maintain signature cards • Refer clients to other individuals and departments within the bank • Cross-sell bank products • Balance cash drawer 2. Perform additional Teller duties such as: <ul style="list-style-type: none"> • Prepare Collection Letters • Process: Cash Advances, Wire Transfers, Bond Coupons & Foreign Checks • Sell/Buy Foreign Currency • Wire Log • Foreign Drafts • Sending Savings Bonds to Fed for Redemption • Sell: MasterCard/Amex Gift Cards & Traveler’s checks 3. Responsible for ATM/Debit Card duties such as: <ul style="list-style-type: none"> • Guide new clients through the entire card application process and perform any relevant troubleshooting for existing cardholders whenever necessary • Make adjustments as needed to client ATM/Debit card files: <ul style="list-style-type: none"> ○ Add/Remove accounts linked to cards ○ Re-Order or Replace (lost/stolen) cards ○ Handle requests for card limit increase and/or change of address • Update and maintain appropriate ATM/Debit logs as needed: <ul style="list-style-type: none"> ○ Lost/Stolen Log ○ Compromised Card Log 		

	<ul style="list-style-type: none"> ○ Card Limit Increase Log ○ 30-Day Address Change Log • Create new sets of ATM/Debit card numbers as needed using CardGen32 • Place miscellaneous addendas on accounts linked to cards for cardholders travelling internationally, as well as for closed accounts • Ensure proper functionality of cards for clients who are travelling internationally through the adjustment of settings in EnFact and TranBlocker, within the CWSi module • Maintain the accuracy of card file folders through regular file maintenance • Process various daily, monthly, and periodic reports: <ul style="list-style-type: none"> ○ Closed Account Report ○ New Cards Issued Report ○ Card File Maintenance Report ○ EFT Case Status Report ○ Advance Reissue Control Report ○ Compromised Card Lists (as needed) <p>4. Perform departmental duties such as:</p> <ul style="list-style-type: none"> • Attend monthly meetings • Order and arrange supplies • Provide input for updating Teller, Collection and Client Services Manual <p>NONESSENTIAL DUTIES</p> <ul style="list-style-type: none"> • Other duties as assigned
<p>Knowledge, Skills & Abilities</p>	<ul style="list-style-type: none"> ▪ Maintain friendliness and professionalism through the proper use of tact & diplomacy when dealing with clients at all times ▪ Display a positive attitude and enjoy working with the public ▪ Strong verbal communication skills ▪ Strong mathematical skills along with accuracy ▪ Detail oriented ▪ Possess a great sense of organization, priority and time management ▪ Ability to identify, research and problem solve on a critical level and think on your feet ▪ Ability to be flexible and to multi-task on a regular basis ▪ Ability to work in a fast paced environment ▪ Strong knowledge of bank deposit products & regulations ▪ Capable of performing job duties at both bank locations (Highland Park & Northbrook)
<p>Training & Experience</p>	<ul style="list-style-type: none"> • High School Diploma or GED • Minimum of 1-2 years of previous teller experience • Minimum of 1-2 years of client services experience • Previous leadership experience is a plus • Fiserv application helpful • Additional education and/or training helpful
<p><i>To Apply: Send email with attached resume to careers@firstbankhp.com. Please reference Job Codes 2018 - 31 and 2018 – 32.</i></p>	