

# First Bank of Highland Park

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|-------------------------|---|---------------------------|-----------|
| <b>Date</b>             | 11-13-2019  | <b>Requisition Number</b> | 2019 - 35 |
| <b>Position</b>         | Teller  |                           |           |
| <b>Department</b>       | Retail Banking: Relationship Banking – Highland Park Market   |                           |           |
| <b>Reports To</b>       | Teller Manager  |                           |           |
| <b>Basic Function</b>   | Provide friendly and professional service to Bank clients by conducting appropriate transactions and relevant trouble shooting.   |                           |           |
| <b>Essential Duties</b> | <ol style="list-style-type: none"> <li>1. Perform all the essential Teller duties in accordance to Bank policies and procedures: <ul style="list-style-type: none"> <li>• Process checking and savings deposits: verify cash and endorsements, review bank accepted identification for cash back and issue receipts of deposit</li> <li>• Process savings withdrawals and cash checks by verifying endorsements, reviewing bank accepted identification and ensure check validity</li> <li>• Issue personal money orders and cashier's checks</li> <li>• Process ATM, incoming mail and Night Depository deposits.</li> <li>• Buy and sell currency from the vault as necessary to ensure cash limits are not exceeded</li> <li>• Process loan payments: verify payment amount and issue receipts</li> <li>• Prepare coin and currency orders for business clients</li> <li>• Process real estate tax payments</li> <li>• Process account closing transactions</li> <li>• Gather CTR information</li> <li>• Redeem U S Savings Bonds</li> <li>• Refer clients to other individuals and departments within the Bank</li> <li>• Identify opportunities to introduce clients to Bank products and services</li> <li>• Balance cash drawer</li> </ul> </li> <li>2. Perform additional Teller duties in accordance to Bank policies and procedures: <ul style="list-style-type: none"> <li>• Prepare Collection Letters</li> <li>• Process: Cash Advances, Bond Coupons and Foreign Checks</li> <li>• Process request to buy and sell foreign currency</li> <li>• Process foreign drafts</li> <li>• Process Savings Bond redemptions</li> <li>• Process requests for Travelers Checks and Gift Cards</li> <li>• Process Wire Transfer Requests <b>(For Tellers provided with Wire Transfer training)</b></li> <li>• Provide transaction overrides for tellers when needed <b>(For Tellers provided with higher override limits)</b></li> <li>• Participate in the opening and closing of the Bank</li> </ul> </li> <li>3. Complete the following Card Services duties in accordance to Bank policies and procedures <b>(For tellers trained in Card Services)</b>: <ul style="list-style-type: none"> <li>• Guide new clients through the entire card application process and perform any relevant troubleshooting for existing cardholders whenever necessary</li> <li>• Make adjustments as needed to client ATM/Debit card files: <ul style="list-style-type: none"> <li>○ Add/Remove accounts linked to cards</li> <li>○ Re-Order or Replace (lost/stolen) cards</li> <li>○ Handle requests for card limit increase and/or change of address</li> </ul> </li> <li>• Update and maintain appropriate ATM/Debit logs as needed:</li> </ul> </li> </ol> |                           |           |

# Website Job Posting

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|  | <ul style="list-style-type: none"> <li>○ Lost/Stolen Log</li> <li>○ Compromised Card Log</li> <li>○ Card Limit Increase Log</li> <li>○ 30-Day Address Change Log</li> <li>• Create new sets of ATM/Debit card numbers as needed using CardGen32</li> <li>• Place miscellaneous addenda's on accounts linked to cards for cardholders travelling internationally, as well as for closed accounts</li> <li>• Ensure proper functionality of cards for clients who are travelling internationally through the adjustment of settings in EnFact and TranBlocker, within the CWSi module</li> <li>• Maintain the accuracy of card file folders through regular file maintenance</li> <li>• Process various daily, monthly, and periodic reports: <ul style="list-style-type: none"> <li>○ Closed Account Report</li> <li>○ New Cards Issued Report</li> <li>○ Card File Maintenance Report</li> <li>○ EFT Case Status Report</li> <li>○ Compromised Card Lists (as needed)</li> </ul> </li> </ul> <p>4. Perform departmental duties such as:</p> <ul style="list-style-type: none"> <li>• Attend monthly meetings</li> <li>• Order and arrange supplies</li> <li>• Provide input for updating Teller, Collection and Client Services Manual</li> </ul> <p><b>NONESSENTIAL DUTIES</b></p> <ul style="list-style-type: none"> <li>• Other duties as assigned</li> </ul> |
| <p><b>Knowledge, Skills &amp; Abilities</b></p>  | <ul style="list-style-type: none"> <li>▪ Maintain friendliness and professionalism through the proper use of tact and diplomacy when dealing with clients at all times</li> <li>▪ Display a positive attitude and enjoy working with the public</li> <li>▪ Strong verbal communication skills</li> <li>▪ Strong mathematical skills along with accuracy</li> <li>▪ Detail oriented</li> <li>▪ Possess a great sense of organization, priority and time management</li> <li>▪ Ability to identify, research and problem solve on a critical level and think on your feet</li> <li>▪ Ability to be flexible and to multi-task on a regular basis</li> <li>▪ Ability to work in a fast paced environment</li> <li>▪ Strong knowledge of bank deposit products and regulations</li> <li>• Capable of performing job duties at assigned bank locations</li> </ul>   |
| <p><b>Training &amp; Experience</b></p>  | <ul style="list-style-type: none"> <li>• High School Diploma or GED</li> <li>• Minimum of 1-2 years of previous Teller experience</li> <li>• Minimum of 1-2 years of client Services experience</li> <li>• Previous leadership experience is a plus</li> <li>• Fiserv application helpful</li> <li>• Additional education and/or training helpful</li> </ul>   |
| <p><b><i>To Apply: Send email with attached resume to <a href="mailto:careers@firstbankhp.com">careers@firstbankhp.com</a>. Please reference Job Code 2019 – 35.</i></b></p> |  |