

Prospect Bank Teller Job Description

Job Title: Teller

Reports To: Branch Manager/Senior VP of Branch

Prepared By: Administrative Services

Region: All

FLSA Status: Non-Exempt

Prepared Date: 3/26/2026

Summary: The Teller is the primary, front-line point of contact for Bank customers. This person must present a professional image of Prospect Bank to customers and fellow employees alike. The position requires a friendly personality, general knowledge of banking products and services, and skills in all phases of teller operations. This role requires independent judgment with minimum supervision and the ability to work under pressure during peak times while maintaining accuracy with speed. Accurate cash handling is important.

Essential Duties and Responsibilities:

- Conduct customer transactions while maintaining confidentiality
- Cash checks, money orders, and other negotiable items
- Process deposits while applying account holds when necessary
- Process night drop and mail-in transactions
- Process lock box deposits and complete monthly billing, if applicable
- Issue cashier's checks
- Redeem savings bonds
- Process cash advances, if applicable
- Accept payments for bank loans, utility bills, property taxes and safe deposit box rent
- Wrap coin
- Utilize branch TCR to support customer transactions, if applicable
- Balance and maintain ATM cash levels
- Process branch teller work
- Support branch vault cash levels
- Maintain an orderly and accurate teller drawer within drawer limits
- Meet regulatory reporting standards by collecting or providing information, including but not limited to, Currency Transaction Report, Monetary Instrument Log or Suspicious Activity Report to the Risk Management department in a timely fashion
- Conduct routine account maintenance including but not limited to, closing an account, processing address changes, placing stop payments, ordering checks
- Conduct routine account research including but not limited to, debit card transaction inquiries, account transaction inquiries, online banking support
- Answer the phone and support customer calls, when necessary
- Explain and promote Bank products and services
- Assist customers in their Safe Deposit boxes, if applicable
- Process license plate sticker renewals, if applicable
- Any other duties or projects as assigned

Supervisory Responsibilities: No supervisory responsibility

Qualifications: High School Diploma or GED and proficiency with computers