

CUSB BANK

Teller

About Us

Over 125 years of business growth, innovation and profitability define this Iowa based banking enterprise. Locally owned with the intent to stay independent, we proudly serve Northeast Iowa with a very strong commitment to our customers. We are one of the largest independent banks in Northeast Iowa. Our commitment to customer service, business strategy, and a dynamic board of directors has proven to be the ideal combination for progressive financial success.

Position Summary

The Teller role is responsible for delivering superior customer service, conducting financial transactions between customers and the Bank, handling customer inquiries and providing appropriate solutions for CUSB Bank customers. Responsible to support the bank's strategic objectives by performing duties to the highest of standards set forth by management.

Responsibilities

- Observe, participate in, and comprehend the initial equipment training, explanation of ticket processing, transaction procedures and customer service techniques
- Process checking and savings transactions; mortgage and retail loan payments; and Mastercard/VISA transactions
- Answer routine questions regarding Bank transactions services and procedures while maintaining good customer relations at all times
- Exercise discretion, judgment and initiative regarding transaction problems and inquiries
- Prepare and receive payments for gift cards, cashiers checks, and money orders; redeeming savings bonds; and selling and advising customers on promotional items and services
- Show knowledge of acceptable cash drawer limits as stated in Bank policy
- Total and balance all checks, deposit/withdrawal slips, cash tickets, and other records of Bank transactions according to established procedures
- Locate and reconcile any transaction errors, including those referred to them because of their complexity or difficulty, with appropriate personnel
- Assist customers with entry to their safe deposit box, ensuring all bank procedures are followed
- Count, wrap and bag coins
- Process incoming mail transactions per Bank procedures
- Ability to work as Teller at any given location as may be required
- Learn other duties in order to facilitate day-to-day operations of other personnel in the department

Requirements

- High school diploma or general education degree (GED) or one to two years of relevant experience and/or training or equivalent combination of education and experience.
- Ability to operate the following equipment: PC and printer, telephone, calculator, copy and fax machines.
- Working knowledge of Microsoft Office, i.e. Word, Excel, and Outlook.

- Demonstrate math skills as required to this position which includes adding, subtracting, multiplying, and dividing.
- Oral and written communication skills as appropriate to this position.
- Ability to read, write and speak the English language.
- Ability to write reports, business correspondence, and procedure manuals.
- Reasonably regular and predictable attendance.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Benefits

We offer a competitive hourly rate and comprehensive benefits program, including medical, prescription drug, dental, vision, 401k with company match, life insurance, paid time off, and profit sharing.

CUSB Bank is an Equal Opportunity Employer of women, minorities, protected veterans and individuals with disabilities. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.