



**Position:** Teller Supervisor

**Position Status:** Exempt Salaried

**Reports To:** VP Retail Banking Manager

***Position Summary:***

Hometown Bank is seeking a candidate to lead and enhance the delivery of exceptional customer experiences to those we serve. The role of Teller Supervisor embraces the responsibility of mentoring, training and coaching staff members and holding them accountable to customer service delivery expectations, as well as operational / compliance policies and procedures.

***Principal Duties and Responsibilities:***

1. Leader of the Customer Service / Teller team with responsibility to deliver an exceptional customer experience.
2. Provide technical guidance through one-on-one interaction with team members and promote a collaborative team environment to facilitate the banks' goals, objectives and its strategic direction.
3. Proficient in account opening, titling, full understanding of the Bank's products and services.
4. Assists VP of Retail Banking in the implementation and training of new products and services.
5. Responsible to maintain and further enhance sales culture of teller team.
6. Link between VP of Retail Banking, compliance and operations of all teller centered activities.
7. Assists staff in solving customer inquiries when needed.
8. Well versed in all branch operational and security procedures.
9. Solicits feedback and ideas from team members; provides responses to concerns.
10. Conducts coaching, counseling and annual performance reviews for the Teller Line.
11. Responsible for oversight of Teller staff scheduling and daily workflow. Assists in hiring assessments.
12. Partners with Human Resources to establish a training plan for new hires.
13. Hands on leader with the ability to cover the Teller Line in a limited capacity as needed.
14. Maintain comprehensive and up to date knowledge of banking regulations related to assigned job function. Complete and/or ensure all audit and security policies and procedures are followed in accordance with bank policies and Federal Regulation. Complete required compliance and job specific training. Familiarity and adherence of all Bank Secrecy Act requirements including the ability to identify and properly report fraudulent and suspicious loan activity.

***Work Relationship and Scope:***

Reports directly to the VP Retail Banker Manager. Works closely with employees and customers. Has regular access to highly confidential customer and employee information.



***Measures of Performance:***

Quality, accuracy, reliability, friendliness, thoroughness and timeliness of services provided to internal and external customers; adherence to banking regulations and accepted audit procedures; ability to earn the trust and respect of customers and co-workers; effectively communicates and develops good working relationships with customers and co-workers; exhibits professional workplace appearance and conduct; keeps Bank, customer, and employee information confidential; participates in training and appropriate professional development; understands and adheres to Bank policies and procedures; informs customers and potential customers of additional Bank services when appropriate.

***Knowledge, Skills and Abilities Required:***

- Minimum one-year teller experience or post high school secondary education (currently enrolled or graduated).
- Computer skills including Microsoft Office programs (Word, Excel, Power Point).
- Strong customer service skills.
- Minimum of 2 years of supervisory/management experience in multiple location environment
- Ability to work branch hours, including occasional Saturday's
- Ability to travel between locations to provide one-on-one training interaction.
- Ability to meet project deadlines, multi-task and properly prioritize projects, tasks and overall workload
- Minimum one-year new account opening experience, inclusive of CDs, IRAs, HSAs, Checking, Money Market and Savings accounts.
- Caring, Positive, Can-do attitude and strong work ethic.

***Working Conditions:***

Work is performed largely within the Bank. Work hours are generally during normal business hours but with both scheduled and unscheduled evening and weekend work as needed. Must be able to bend, twist, turn and lift/move up to 50 pounds.

**Equal Employment Opportunity**

It is the policy of Hometown Bank to provide equal employment and advancement opportunities to all colleagues and applicants for employment without regard to race, color, ethnicity, religion, gender, pregnancy/childbirth, age, national origin, sexual orientation, gender identity or expression, disability or perceived disability, genetic information, citizenship, veteran or military status, marital or domestic partner status, or any other category protected by federal, state and/or local laws.