

JOB DESCRIPTION

JOB TITLE: INTERACTIVE VIRTUAL TELLER

SCHEDULE: Monday – Friday, 3:30 – 7:00 p.m.

GENERAL SUMMARY

Required to function independently, professionally, and with courtesy in a virtual environment with customers. Expected to follow all established policies and procedures to minimize banks' exposure to risk. Provides a variety of front-line customer service functions.

DUTIES

Greets customers as they interact in the virtual teller environment and serves the customer in courteous, professional manner. Provides prompt, efficient, and accurate service. Consistently smiles and uses courteous body language during virtual customer interaction.

Receives images of checks for deposit to savings and checking accounts, verifies deposit amounts, examines checks for endorsement and negotiability. Verifies cash for accuracy with automatic counter and processes transactions.

Cashes checks and processes withdrawals from savings and checking accounts upon verification of signatures and account records.

Receives payments on loans and prepares appropriate entries.

EXPERIENCE/EDUCATION

High school diploma or equivalent. Previous teller experience is preferred with demonstration of high performance at this level. Customer service experience required. Demonstrated successful experience with ease in maneuvering in various computer programs and systems.

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