



JOB DESCRIPTION

JOB TITLE: Interactive Teller
FIRST SHIFT : Monday - Friday, 7:00 a.m. – 3:30 p.m.
SECOND SHIFT: Monday - Friday, 10:30 a.m. - 7:00 p.m.

GENERAL SUMMARY

Required to function independently, professionally, and with courtesy in front of customers. Expected to follow all established policies and procedures to minimize banks' exposure to risk. Provides a variety of front-line customer service functions. Must be able to perform job with a friendly, positive attitude even in stressful situations. Represents FNB to the customers and community. Must be highly dependable.

ESSENTIAL JOB FUNCTIONS

1. Greets customers as they interact in the virtual teller environment and serves the customer in a courteous, professional manner. Provides prompt, efficient, and accurate service. Consistently smiles and uses courteous body language during virtual customer interaction.
2. 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.
3. Cashes checks and processes withdrawals from savings and checking accounts upon verification of signatures and account records. Memo posts withdrawals.
4. Receives payments on loans and prepares appropriate entries.
5. Completes requests: Change of Address, Request for Research, requests for temporary checks.
6. Accepts check orders. Spots address changes and gets them processed on CIF system also.
7. Seeks out opportunities to help customers with banking needs and offers solutions. This may include: recommending a particular product or an assisted referral to another department.
8. Processes work in accordance with established procedures
9. Follows all established security procedures to protect employees and customers.
10. Regular and reliable attendance.
11. Other duties as assigned by supervisory personnel.

SKILLS

Excellent customer service, interpersonal and verbal communication skills are needed.
Pleasant voice, good enunciation and able to remain calm and polite under stress.
Excellent interpersonal skills.

EXPERIENCE/EDUCATION

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

To apply for this position, download and save the Application Form located on our Careers page. Once completed, please send the Application by attaching it in an email to: careers@fnboxford.com.

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