

**Position Title:** Lead Service Associate

**Reports To:** Branch Manager / Assistant Branch Manager

**FLSA Class:** Non-Exempt

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### **Position Summary:**

Responsible for daily operation of teller activities (transactions and supervision) following guidelines set by the Bank. Accountable for all security related to cash and negotiable items as well as physical security directly related to the teller line. Identifies and refers sales opportunities to deepen a customer relationship.

### **Essential/Primary Job Functions:**

- Cross sell products/services.
- Make referral to appropriate internal resources.
- Performs all teller functions: process deposits, cash checks, accept payments and issue negotiable items.
- Provides Safe Deposit Box accounting support.
- Oversees Remote Capture in the branch.
- Follows compliance requirements related to teller activities such as reviewing Currency Transactions Reports, performing surprise cash counts, etc.

#### **Security**

- Manages vault cash and monitor branch cash limit.
- Maintains control and accounting of travelers' checks and official checks.
- Oversees all security requirements involving tellers and branch cash.

#### **Supervision**

- Schedules teller staff to assure optimum customer service coverage.
- Provides input to Branch Manager regarding teller performance issues and reviews.
- Reviews Over and Short records and completes required reports.
- Insures comprehensive training for all tellers.

### **Job Requirements for Essential/Primary Job Functions:**

- Demonstrated teller experience (prefer 2 years).
- Commitment to customer-centric banking.
- Understanding of applicable compliance and regulatory requirements.
- Effective decision-making and problem-solving skills.
- Excellent communication skills (clear, concise, correct) and interpersonal skills.

- Ability to manage independently with minimal supervision.
- Demonstrated ability to organize, plan, prioritize and meet deadlines.

### **Compliance Accountability:**

- Responsible for compliance with all regulations, laws, and bank policies and procedures that pertain to your day-to-day job responsibilities.
- Responsible for maintaining a working knowledge of all compliance regulations pertinent to your assigned duties by successful completion of any courses assigned on a timely basis.
- Responsible for participating in BrandBank's community development program at least one day each year.
- Responsible for adherence to BrandBank's Code of Professional Ethics and Conduct as well as observing and promoting compliance with the Code among fellow bank personnel, customers and vendors.

### **Education/Work Experience:**

- High school graduate or equivalent.
- Previous experience as a Teller (prefer 2 years experience).
- Knowledge of banking laws and regulations.
- Proven expertise in Microsoft Office and Excel.

*BrandBank is an Equal Employment Opportunity (EEO) employer and welcomes all qualified applicants. Applicants will receive fair and impartial consideration without regard to race, sex, color, religion, national origin, age, disability, veteran status, genetic data, or religion or other legally protected status.*

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