



Renasant Bank is an Equal Opportunity Employer

Position: Head Teller

Locations: Macon, GA

Position Summary:

Serves as the first point of contact for the Bank and demonstrates Renasant's Sales and Service vision by providing customer service, processing transactions, assisting with customer inquiries and recognizing and referring sales opportunities to other bank representatives and/or lines of business when appropriate, while acting in compliance with bank policies and procedures. Oversee and share in all Teller and Senior Teller responsibilities.

Responsibilities:

- Order and ship currency, while maintaining adequate branch cash vault supply
- Supervise branch Tellers and Senior Tellers in the following areas:
 - Provide override approval on transactions as needed.
 - Ensure timely service to customers and minimal wait times
 - Ensure all Tellers and the branch balance at day's end
 - Schedule lunches and breaks
 - Evaluate training needs and provide appropriate training for Tellers
 - Assist in scheduling Saturday Teller rotation as needed
 - Complete and communicate evaluations, if assigned
 - Develop and conduct regular sales, service, operational and security meetings
 - Ensure all opening and closing procedures are followed daily
 - Prepare branch self-assessments
 - Assign or perform daily maintenance on branch capture equipment
 - Submit fraud prevention occurrences to appropriate individuals on behalf of Tellers and Senior Tellers
 - Oversee night drop inventory under dual control
 - Monitor Gift Card inventory and pull necessary daily reports for balancing and audit control, including monitoring cash items daily
 - Review each day's Reg CC holds for accuracy
 - Perform or assign the duty of settling the cash advance machine daily
 - All other Teller and Senior Teller responsibilities as indicated below:
- Process and provide receipt(s) and/or cash as appropriate for transactions including, but not limited to, the following:

- Retail and Commercial Deposits
- Withdrawals
- Transfers
- Check Cashing
- Loan Payments
- Loan Draws/Advances
- Loan Payoffs
- Cash Advances
- Savings Bond Redemptions
- Gift Cards
- Official Checks
- Safe Deposit Box Payments
- Provide customer service by assisting clients in person or with proper phone etiquette with needs including, but not limited to, the following:
 - Answer basic customer inquiries regarding account balances, transaction history, services charges, interest rates and others as appropriate.
 - Recognize needs and refer the client to the appropriate representative or line of business for cross-sell or service opportunities.
 - If trained, assist customers with safe deposit box entry.
- Protect the bank from unnecessary risk or exposure by familiarity with procedures and completing the following as needed:
 - Follow proper identification procedures and customer confidentiality guidelines.
 - CTRs
 - SARs
 - Reg CC Holds, including providing proper documentation to the customer.
 - Monetary Instrument Logs
 - Robbery Procedures
 - Communicate effectively with internal departments and/or branches to prevent fraudulent loss to the bank
- Daily Operations including but not limited to the following:
 - Balance the cash drawer at day's end
 - Ensure all supplies are stocked for customers and personal teller station.
 - Batch checks periodically throughout the day
 - Periodically perform branch capture procedures throughout the day
 - Identify counterfeit currency
 - Count and roll loose coins as needed
 - Balance the ATM
 - Balance the vault
- Work schedule may include Saturday rotation as needed.
- Flexibility regarding work location and schedule.
- Mentor and train newly hired tellers.
- Perform all other duties as assigned.

Qualifications:

Minimum:

- High school diploma or equivalent;
- 2 years of teller experience;
- Excellent balancing record (90%);
- 10-Key skills;
- Mathematical skills;
- Ability to work in a fast-paced environment;
- Ability to count cash and coin;
- Excellent interpersonal skills;
- Leadership skills; and
- Knowledge of bank products and services.

Preferred:

- Excellent attendance record.
- Bachelor's degree.
- Previous customer service experience.
- Understanding of federal bank regulations.
- Previous supervisory experience.

For more information and to apply, please visit www.renasantbank.com and select the "Apply Now" and "Careers" link at the top of the page. The Head Teller position in Macon, GA is Job ID 2018-5249.