



## HEAD TELLER GRIFFIN

**United Bank** is a growing 112 year old \$1.3 billion Community Bank that proudly provides *Signature Service* to our customers in 18 locations in 11 counties throughout Middle Georgia.

### **Job Summary:**

The Head Teller leads the day-to-day operations of the teller line, while ensuring that all compliance and procedural requirements are met. Directs and mentors a well-trained team that provides the highest level of signature service and operational excellence. Women and Minorities are encouraged to apply.

### **General Description/ Duties:**

- Models and exemplifies the United Bank teller role
- Creates and inspires a team that provides Signature Service to every customer they serve
- Leads teller staff to make the best decisions in handling transactions while balancing risk, fraud and customer relationships
- Administers ongoing coaching and counseling; leads timely performance discussions along with formal evaluations
- Spearheads the training and development of new employees
- Ensures that proper security measures, cash management policies and dual control procedures are followed
- Complies with all Federal and State banking laws and related regulations, to include but not limited to the Bank Secrecy Act
- Follows audit guidelines to achieve a satisfactory or higher audit rating
- Delegates tasks to teller staff as needed such as night depository, mail and ATM duties
- Creates a work schedule ensuring efficient coverage of the department to provide professional, prompt and cost effective customer service
- Spearheads and ensures best utilization of technology resources
- Builds and maintains productive relationships with co-workers and partners throughout the organization
- Performs other duties as required

### **Requirements:**

- High school diploma or GED
- Five years Teller experience preferred
- Detailed knowledge of bank policies and procedures related to the teller function
- Ability to manage employees along with coaching, counseling and providing guidance
- Strong communication and interpersonal skills (verbal and written)
- Able to lift heavy bags of coin

**United Bank provides equal opportunity in employment for all qualified persons and prohibits discrimination in employment on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, veterans status, disability unrelated to job requirements, genetic information, military service, or other protected status. Please send all resumes to [lgosdin@unitedbank.net](mailto:lgosdin@unitedbank.net)**