

LOWELL FIVE BANK

POSITION TITLE: Retail Banking Associate

The Retail Banking Associate is a universal position that includes both traditional Teller responsibilities, Head Teller and Customer Service Representative functions. RBAs will provide an excellent customer experience processing monetary transactions behind the teller line, as well as handling more complex inquiries, transactions, maintenance, and account openings in the branch lobby.

Responsibilities

1. Maintains necessary supplies and cash.
2. Processes customer transactions and payments (deposits, withdrawals, loan payments, check cashing, money orders, bank checks, bonds, etc.)
3. Maintains accuracy in work and maintains proper documentation.
4. Responds to customer inquiries in person and on the phone. Refers customers to supervisors or to various departments when needed.
5. Balances cash drawer and transactions at end of working day.
6. Organizes daily branch work and completes required regulatory and operational reports.
7. Trains new tellers.
8. Assists tellers with supervisor overrides and various customer inquiries and refers to branch management when needed.
9. Acts as backup to Head Teller as needed.
10. Assists in the balancing of the main vault.
11. Assists other tellers in balancing when problems arise.
12. Opens and closes the branch as needed.
13. Opens savings, checking and CD accounts. Accepts loan applications. Cross sells products and services to meet customer needs.
14. Assists in the balancing of the ATM.
15. Assists in giving customers access to safe deposit box (in applicable branches).
16. Performs additional duties as requested.