

Full-Time Teller

Andover State Bank is looking for a full-time teller to join our team.

Essential Functions

Tellers are the face of our organization and play an essential role in customer care. As a teller, you will focus on building relationships and understanding the financial needs of every customer.

Why Join Andover State Bank?

Let's face it. What sets ASB apart from other banks is our people. We are defined by our impeccable customer service and sense of community because we are the community. As a local bank, we consider employees and customers alike as family and treat each other that way. Going above and beyond isn't just a saying here. It's a way of life at ASB.

Responsibilities and Duties

- Receive and process all deposits, payments and withdrawals, counting cash multiple times to ensure accuracy.
- Issue official checks, redeem savings bonds and perform credit card cash advances.
- Complete all tickets legibly and accurately using proper formats, descriptions and codes, obtaining approvals and overrides when required.
- Balance the cash drawer throughout the day, maintaining limits and notifying the supervisor about any offages.
- Balance the ATM daily; service and fill as needed.
- Answer phone calls, respond to questions and help customers resolve concerns. Provide fast and professional assistance, or transfer calls to the appropriate person or department.
- Provide online banking support by troubleshooting login issues and resetting passwords.
- Display a friendly, positive attitude when serving customers, using names and building relationships that go beyond banking transactions.
- Complete assigned weekly teller duties on a rotation basis.
- Be knowledgeable of bank products and services; cross-sell products to new and existing customers.
- Assist and support other departments and branches with transactions, customer requests and projects as needed.
- Maintain a clean, neat and pleasant work environment.
- Complete essential training courses and seek new opportunities to learn.
- Comply with applicable laws and regulations, including the Bank Secrecy Act, Office of Foreign Assets Control, Reg CC/Funds Availability, and all security policies and procedures.

Education and Experience

- High school diploma or GED equivalent required.
- At least one year of cash-handling or teller experience.
- Excellent customer service skills.
- Outstanding organizational skills.
- Strong written and verbal communication skills.
- Proficiency in Microsoft computer applications.
- Knowledge of banking regulations.

Hours and Availability

- 36 to 40 hours per week.
- Monday through Friday, 7:45 a.m. to 6:15 p.m. Hours may vary.
- Rotating Saturdays, 8:30 a.m. to 12:15 p.m.

Andover State Bank offers career advancement opportunities, a friendly work environment and a competitive benefits package. **Salary is commensurate with experience.**