

Job Title: Head Teller

Position Purpose

The Head Teller serves as the frontline leader of the branch's transactional operations, supporting and coaching the teller team while ensuring accuracy, service excellence, and strong compliance practices. This role helps create a positive, team-focused environment that delivers exceptional banking experience for every customer.

Essential Duties and Responsibilities

Responsible for overseeing the teller line and ensuring efficient, accurate, and friendly service to bank customers. This position plays a leadership role in the day-to-day operations of the branch, assisting with staff supervision, transaction accuracy, and compliance with bank policies. The role also supports operational functions including balancing, audit readiness, and procedural training.

Key Responsibilities:

Branch Operations & Compliance

- Teller Line Leadership.
- Oversee daily activities of the teller line, ensuring excellent customer service.
- Provide guidance, support, and coaching to teller staff.
- Monitor and assist with complex transactions, overrides, and problem resolution.

Operational Excellence

- Ensure teller operations follow bank policies, procedures, and compliance requirements.
- Perform daily branch balancing and vault reconciliation.
- Assist with ATM, night drop, coin machine, and cash recycler operations.

Staff Development & Training

- Train new tellers and provide ongoing refresher training.
- Conduct observations and assist with performance feedback in conjunction with the branch manager.
- Promote cross-training and skill development among team members.

Compliance & Audit Readiness

- Serve as the first line of defense in fraud prevention, identifying and escalating suspicious activity, red flags, and unusual transaction patterns.
- Support and ensure accurate completion of compliance requirements, including CTRs, SAR red flag identification, and proper documentation of large cash transactions.
- Maintain approved check-signing authority and ensure adherence to dual-control, cash limits, and branch security protocols.
- Ensure all teller operations comply with bank policies, procedures, and regulatory standards.
- Maintain accurate cash logs, dual-control records, and daily balancing documentation.
- Support internal and external audits; assist with remediation and corrective actions as needed.
- Uphold strong operational controls to reduce risk, protect customer information, and maintain a secure branch environment.

Team Leadership

- Supervise and develop teller line staff along with branch manager.
- Conduct regular coaching sessions and performance check-ins with tellers alongside branch manager to build a high-performing team.
- Foster a supportive, inclusive, and customer-first branch culture.

Customer Experience & Service Excellence

- Lead by example in delivering exceptional service and resolving escalated customer issues.
- Maintain high service standards across all team members to ensure positive and consistent customer experience.
- Reinforce OneLocal Bank's brand reputation through professionalism and personalized service.
- Using problem-solving techniques and judgment for problem resolution.

Deposit Growth & Community Engagement

- Work collaboratively with your Area Manager to support deposit growth through proactive relationship-building and retention strategies.
- Identify opportunities for product referrals and customer education, empowering staff to support customer financial goals.
- Participate in community outreach and local events to enhance the visibility of your branch and the bank's mission.

Minimum Required Technical Skills and Qualifications

- Minimum 3–5 years of retail banking experience.
- Previous supervisory experience preferred.
- Strong knowledge of banking operations, teller systems, and regulatory compliance.
- Proven ability to oversee and train, resolve problems, and drive positive outcomes.
- Customer-first mindset and ability to manage difficult situations with professionalism.
- Strong interpersonal, coaching, and communication skills.

Managerial Responsibilities

- N/A

Education/Certifications/Licensure

- High School diploma or equivalent required; college coursework in business or finance preferred.
- Keeps current on all product and service enhancements and changes.

Language Skills

- Ability to read, analyze and interpret general business, technology and professional journals, technical procedures and governmental regulations.
- Ability to write reports and business correspondence.
- Ability to effectively present information and respond to questions.
- Ability to communicate with customers.
- Ability to interact with all management and staff.

Physical Requirements

The physical demands and environmental factors described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to stand for extended periods and lift up to 25 pounds (cash drawers, coin, etc.).
- Ability to use standard office and banking equipment.
- Must be able to communicate utilizing a telephone.
- Must have the mobility to allow access to all parts of the office.
- Must be willing and able to learn all the necessary computer functions.
- Must be able to travel to other branches for training purposes and for staffing purposes.
- Must be able to see and read fine print. Employee will have close visual contact with a computer monitor constantly.
- While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds as noted above. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus

Hourly Range: \$28.00-\$42.00/hour, actual compensation within the range will be dependent on experience, skillset, and ability to meet qualifications outlined in the above job description.

For more information on our culture and benefits, please visit our careers page:

<https://www.onelocalbank.com/our-story/work-with-us>