



Bank Teller/Customer Service Representative

Security Savings Bank is looking for a teller(s) for our Sioux Falls, SD location. This position will be responsible for processing all customer transactions accurately and efficiently in accordance with established bank policies and procedures. The successful candidate will be the “frontline” of our bank and will play a fundamental role in achieving our customer satisfaction and revenue growth objectives. Attention to detail with the ability to handle a high volume of transactions daily is important. Strong communication skills with the ability to deal with different types of clients is a must. Some of the essential functions and responsibilities for this position include but are not limited to the following:

- Greet and assist customers while processing deposits, withdrawals and payments
- Process customer orders/changes according to established department policies and procedures
- Provide timely and accurate information to incoming customer order status and product knowledge request
- Assist in controlling the entry and exit of customers in the safe deposit box area
- Maintain adequate knowledge of all bank products
- Answer incoming calls by providing customers with information and direct customer calls to appropriate departments.
- Comply with all bank and regulatory requirements
- Manage risk in every transaction and detect fraudulent transactions to prevent losses
- Resolve customers’ issues and provide relevant information
- Assist in opening new accounts

Some of the skills and attributes for this position include the following:

- Proficiency with Microsoft Word, Excel, Outlook
- Ability to operate a 10-key calculator, and other office equipment
- Perform duties in compliance with policy, procedure and process
- Knowledge of ATM operations
- Self-motivation and attention to details
- Ability to communicate (orally and in writing)
- Ability to maintain discretion and confidentiality
- High level of accuracy and timeliness
- Ability to deliver a high level of responsiveness to internal customers with strong customer orientation
- Ability to multi-task and organize priorities
- Strong aptitude for problem solving
- Ability to read and interpret documentation such as operating and procedure manuals

Education:

- High School Diploma or equivalent

Experience:

- Minimum of 2 years’ experience in banking or customer service