**Job Description:**

*A****Float Teller****is responsible for delivering excellent service to our valued bank customers, works efficiently, possesses a friendly and outgoing personality, works as a team player, helps solve problems and strives for accuracy.*

 **Job Requirements:**

* Provides friendly greeting to customers in the lobby, on the “teller line,” drive-thru or over the phone.
* Efficiently and accurately processes basic transactions (deposits, withdrawals, check cashing, payments, etc.) while safeguarding against fraud.
* Ability to travel within a Region and to adjust to each branch. Float Teller will be assigned to one of the Bank’s Regions and will be expected to travel amongst that particular Region as needed.
* Maintains complete and accurate records of all transactions and keeps cash drawer secure and in balance.
* Issues money orders, cashier’s checks and redeems savings bonds.
* Follows all applicable policies, procedures, regulatory rules and guidelines. Stays up to date with changes.
* Researches and politely assists with customer inquiries, provides account statements, assists with check orders, accepts change of address requests, and performs other customer-oriented functions with the intent of enhancing customer retention and exploring additional sales opportunities.
* Possesses a basic knowledge of bank products and services in order to confidently answer standard banking/account-related questions for customers.
* Able to identify correct product types through needs-based questioning in order to sell products/services or make referrals to other departments, bank affiliates/partners to build and deepen customer relationships.
* Proactively seeks ways to expand customer relationships in order to meet or exceed individual, team and bank goals.
* Assists with other duties as assigned.

 **Qualifications:**

* Knowledge, skill and mental development equivalent to the completion of a high school education is required.
* Minimum 1 year banking and previous teller experience preferred.
* Excellent English verbal and written communication skills as evidenced by the ability to interact face-to-face, using electronic media and over the phone with customers and co-workers in a clear, confident, friendly and polite manner using proper grammar and spelling. This includes the ability to read cursive handwriting in English.
* Demonstrates the ability to use tact and diplomacy, and present a “professional” personal appearance (including body language, tone of voice, hygiene and attire).
* Comfortable using office technology tools (i.e. computer, internet browser and other similar applications).
* In addition to possessing the skills necessary to perform the job, the employee must be willing and able to demonstrate these skills by coming to work on a daily basis, as scheduled.

 **Equipment Requirements:**

* Multi-Line Phone Telephone System
* Voice Mail System
* Computer Monitor
* Personal Computer
* 10-Key Calculator
* Copy Machine
* Pneumatic Tube System (including operation of microphone)
* Coin Machine (if applicable)
* Automatic Currency Counter
* Currency Recycler (if applicable)
* Multi-Drawer File Cabinet
* Multi-Shelf Cabinet
* Automatic Teller Machine (ATM)
* Teller Capture Scanner

Accommodations will be made to allow for meeting requirements when it does not place an "undue hardship" on Security Bank of Kansas City.

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Security Bank of Kansas City is an Equal Opportunity/Affirmative Action employer.

**Location**