



Job Title: Teller/Customer Service Representative
Location: 326 US Hwy #59 • PO Box 378 • Mahnomon MN 56557 • 218.935.5251
Reports to: Laura Buschette, Branch President • lbuschette@uvbank.net
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Job Summary

Process customer's transactions and provide excellent customer service.

Essential Job Functions

- Responsible for comprehensive, prompt, and efficient customer transactions.
- On the job training for all teller duties including the processing of deposit and withdrawal transactions.

Job Requirements and Qualifications

Education and Experience

- High School Diploma or equivalent required.
- 1+ year of banking or customer service experience preferred, but not required.

Skills

- **Active Listening-** Must be able to give full attention to what other people are saying, take time to understand the points being made, asking questions as appropriate, and not interrupt at inappropriate times.
- **High orientation for detail and accuracy-** Must be detail oriented and highly accurate to minimize errors.
- **Keyboard and calculator literacy-** Must be able to successfully use a computer keyboard and calculator to input data and create work related documents.
- **Critical thinking and problem solving-** Must be able to use logic and reasoning to approach and solve problems.
- **Mathematics-** Must be able to use basic arithmetic to solve calculation problems with the help of calculation tools.
- **Service Orientation-** Must be able to recognize and respond sensitively to the overall financial needs and priorities of the customer, recognize and take appropriate action to meet their needs, and establish an effective working relationships with customers to gain their respect and loyalty.

Job Requires

- **High orientation for detail and accuracy-** Job requires being careful about small details and thorough in completing work tasks.
- **Punctuality-** Job requires consistently showing up to work on time.
- **Appearance-** Job requires a neat and well-groomed appearance.
- **Integrity-** Job requires being honest and ethical.
- **Dependability-** Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- **Cooperation-** Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude. Job requires treating all co-workers, supervisors and customers with fairness, dignity and respect.
- **Self-Control-** Job requires maintaining composure, keeping emotions in check, controlling responses to dissatisfied customers, and avoiding aggressive behavior in very difficult situations.
- **Stress Tolerance-** Job requires accepting criticism from dissatisfied customers and dealing calmly and effectively with high stress situations.
- **Adaptability/Flexibility-** Job requires being open to change and willing to be flexible with customers, co-workers and job duties.
- **Social Orientation-** Job requires preferring to work with others rather than alone, and being personally connected with others on the job. Job requires a team-focused attitude.
- **Excellence/Effort-** Job requires giving your best effort, interest, and enthusiasm towards the job on a daily basis and striving towards excellence in your work and work relationships.

This document describes the position currently available. It is not an employment contract. UVB reserves the right to modify job duties or job descriptions at any time.

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Full job summary will be provided to interested applicants.