



Job Title: New Account Specialist/Teller

Department: Customer Service

Reports To: Operations Officer

FLSA Status: Non-exempt

For more details and apply online:

<https://www.cornerstonebk.com/banking-careers-in-overland-park-ks/>

<https://cornerstonebankcd.applytojob.com/apply/dj7DQlafMm/New-Account-SpecialistTeller>

Company Overview:

Cornerstone Bank is a locally-owned community bank proudly serving our clients with excellent customer service. We are a small business, employing less than 100 employees, proudly upholding the tradition of friendly, quality service set forth by the founders of the bank in 2001. Working at a community bank has its advantages! We have an attractive benefit package and offer competitive wages. Employees participate in fun company events throughout the year; you'll be surrounded by friendly co-workers in a team environment.

Why Work Here? Benefits and Perks:

- Health, dental, and vision insurance, short-term disability, long-term disability, life insurance, identity theft insurance, 401(k) retirement plan with company match, paid time off (PTO), monthly telecommute day, professional development.
- Casual Friday/Jean day, Red Friday/game days (KC Chiefs), KC Royal days, fitness reimbursement program, paid volunteer program, quarterly birthday events, team-building events throughout the year, social events, work-life employee assistance program and discounts.

Summary

Provide customer service to clients with new and existing account inquiries and all banking/monetary transactions.

Primary Responsibilities and Duties

New Accounts:

- Compiles information about new accounts, enters account information into computers, and files related forms or other documents.
- Maintains existing accounts.
- Greets customers, answer questions and explain available services, such as deposit accounts, certificate of deposits, etc.
- Informs customers of procedures to apply for services such as ATM cards, direct deposit of checks, and certificates of deposit.
- Interviews customers to obtain information needed for opening accounts or renting safe deposit boxes.

- Carries out special services for customers, such as ordering debit cards, notifies customers of potentially compromised cards and tracking all re-issues.
- Answers phone and directs calls to employees.
- Processes check orders – new and reorders.
- On-line banking - new and maintaining accounts.
- E-Corp banking – new and maintaining accounts.
- Bank-in-your-office – new and maintaining accounts.
- Assists officers with various needs.
- Maintains customer files.
- Safe deposit box inventory and customer assistance in accessing their boxes.
- Maintains weekly Rate Sheets and disburse.
- Assists with a variety of special projects, as needed.
- Refers customers to appropriate bank personnel in order to meet their financial needs.
- Stuffs and mails customer statements and notices.
- Logs and approves ACH files and calculate totals in monthly report
- Verifies international and domestic outgoing wires, as needed.
- Generates monthly Retail Report, containing data on newly issued/closed accounts and general ledgers.
- Performs and cross-trains on Operations Department duties, as assigned.

Teller:

- Assists in opening the bank at 7:40 AM and/or closing and securing the bank after 5:00 PM (rotating schedule to open and/or close, or you may be assigned to one shift and fill in on the other shift as needed).
- Accepts checking and savings deposits for drive-through and walk-in bank customers, ensures correct currency and coin accepted for deposit, verifies correct information on the check and that they are properly endorsed, and verifies accuracy of deposit totals.
- Keeps cash drawer and coin tray properly organized, maintains cash drawer limits, reconciles cash drawer daily and properly records vault cash transactions.
- Cashes checks and withdrawals, obtains proper identification, verifies sufficient funds, reviews accuracy of checks/withdrawal, and correctly disburses cash and coin to customer.
- Ensures all teller work, mobile and remote deposits are properly reviewed, scanned, corrected, balanced and submitted. Reconciles end of day teller totals to scanned image totals. Reconciles transaction errors when debits and credits do not balance.
- Sells cashier's checks, redeems savings bonds, runs occasionally large volume of coin for deposits, completes change orders, accepts loan payments.
- Assists in balancing the main cash vault, and properly inventory debit card supply.
- Complies with bank operations, security procedures, and dual control functions.
- Maintains customer confidence, protects bank operations, and complies with confidentiality standards.
- Removes deposits from, and counts and balances cash in, from night depository and deposits received by mail.
- Meters bank's outgoing mail, sorts all incoming mail, and delivers to staff.
- Completes projects given to the tellers by supervisor, completes within deadlines, completes required compliance testing and teller exams, and contributes to team environment by assisting others.
- Cross sells and promotes bank products by answering inquiries or informing customer

of bank services which will meet their needs.

- Scans documents into correct filing systems and verifies successful completion, occasionally scanning operations department documents.
- Maintains clean and clutter-free work space and fills supplies as needed.
- Other duties as assigned.

Education

- High School Diploma or equivalent

Qualifications

- Cash handling and teller experience
- Retail banking experience
- Excellent customer service skills, in person and on the phone
- Professional demeanor/appearance
- Accuracy and attention to detail
- Good organizational skills
- Ability to multi-task
- Mathematical proficiency

Computer Skills

- Proficient use of personal computer; knowledge of Microsoft Office Suite and Outlook; Excel experience preferred.

Work Schedule

Monday – Friday (Must be available for open and close shifts): 7:40 AM – 4:40 PM and 8:30 AM - 5:30 PM).

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Cornerstone Bank is an Equal Opportunity Employer.