

Bank Teller

Overview

Walton State Bank is seeking a friendly, dependable, and customer-focused Bank Teller to join our team. This position serves as the frontline representative of the Bank, providing exceptional service to customers while accurately processing financial transactions and promoting the Bank's products and services.

The ideal candidate will enjoy working with people, possess strong attention to detail, and demonstrate a commitment to accuracy, professionalism, and customer satisfaction.

Key Responsibilities

Customer Service

- Greet customers in a professional, friendly, and courteous manner.
- Build and maintain positive customer relationships by providing exceptional service.
- Respond to customer inquiries and resolve issues efficiently and accurately.
- Educate customers about Bank products and services and identify referral opportunities.
- Maintain a thorough understanding of Bank products, services, policies, and procedures.

Transaction Processing

- Accurately process customer transactions, including deposits, withdrawals, transfers, loan payments, cashier's checks, money orders, and cash advances.
- Handle cash transactions in accordance with Bank policies and procedures.
- Verify customer identity and ensure proper authorization for transactions.
- Balance cash drawer and teller transactions daily with a high degree of accuracy.
- Maintain transaction records and documentation as required.
- Support branch operations by assisting with account maintenance and other operational tasks.

Compliance & Risk Management

- Adhere to all Bank policies, procedures, and security standards.

- Comply with federal regulations, including Bank Secrecy Act (BSA), Anti-Money Laundering (AML), and Customer Identification Program (CIP) requirements.
- Assist in identifying and reporting potentially suspicious activity.
- Protect customer and Bank information by maintaining confidentiality and security.
- Follow dual-control, balancing, and cash handling procedures to minimize risk.

Team & Community Support

- Work collaboratively with branch staff to achieve customer service and operational goals.
- Support branch sales and growth initiatives through quality referrals.
- Participate in training and professional development opportunities.
- Represent Walton State Bank with professionalism in the community and workplace.

Qualifications

- High school diploma or equivalent required.
- Previous cash handling, customer service, retail, or banking experience preferred.
- Strong communication and interpersonal skills.
- Excellent attention to detail and accuracy.
- Basic mathematical and problem-solving abilities.
- Ability to handle confidential information with discretion.
- Strong organizational and time-management skills.
- Proficiency with computers and basic Microsoft Office applications.
- Ability to work effectively in a fast-paced, customer-focused environment.

Preferred Qualifications

- Previous teller or banking experience.
- Experience balancing cash drawers and handling large cash transactions.
- Knowledge of banking regulations and branch operations.
- Strong sales and referral skills.

Physical Requirements

- Ability to sit or stand for extended periods.
- Ability to occasionally lift up to 25 pounds.
- Ability to perform repetitive hand and keyboard tasks.
- Ability to communicate effectively with customers and team members.

Why Walton State Bank?

At Walton State Bank, we believe community banking is about relationships. Our team members play a vital role in delivering personalized service and supporting the financial success of our customers and communities. We offer a welcoming work environment, opportunities for professional growth, and the chance to make a meaningful impact every day.

Equal Employment Opportunity

Walton State Bank is an Equal Opportunity Employer and is committed to maintaining a workplace free from discrimination and harassment. Employment decisions are made without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, veteran status, genetic information, or any other characteristic protected by applicable federal, state, or local law.

Compensation

Pay Range: Competitive and commensurate with experience, qualifications, and market conditions.

Please apply by submitting a copy of your resume to career@waltonstatebank.com and put the job title you're applying for in the email subject line.