

## **Universal Teller - Job Standards**

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

### KNOWLEDGE OF WORK:

- Is completely familiar with organization's service manual, teller training manual and policies
- Test scores for service manual, teller training manual are 100%
- Knows and follows cash handling procedures (i.e. Reg CC)
- Maintains authorized cash (min/max) levels in vault and ATM
- Requires limited supervisory assistance to perform accurate work
- Knows the computer transaction codes and can perform all authorized transactions
- Has a working knowledge of organization philosophy, mission, goals, and service attitude
- Knows how to and cross sells organization products and services
- Knows correct balancing procedures and can balance without supervisory assistance

### QUALITY OF WORK:

- Balances daily work 4 out of 5 times per week on first attempt
- Correctly enters each teller transaction in computer system, resulting in zero errors
- Remains composed in handling multiple problems/jobs
- 100% accuracy in balancing vault, money orders and travellers cheques
- Receives no customer complaints about knowledge, service attitude, or accuracy of work

### QUANTITY OF WORK:

- Completes all daily, and reoccurring routine tasks in a timely manner
- Completes an average of \_\_\_ to \_\_\_ error free, teller transactions monthly
- Takes on additional assignments to be completed during slow traffic periods; completes these tasks within given time periods

### ORAL COMMUNICATION:

- Answers phone and in-person customer requests properly and courteously
- Relays information in a knowledgeable and professional manner (i.e. proper grammar, etc.)
- Ensures message content is clear, concise, and fully understood
- Considers feelings of others in communication style (includes facial expression, body language, delivery of message, etc.)
- Is a good listener as well as talker; allows others to express feelings and ideas

### WRITTEN COMMUNICATION:

- Keeps aware of all activity by completing required logs, schedules, and reports
- Keeps hand written memos in legible and orderly form in customer file folders
- Uses computerized technology to create written communication (PC, E-Mail, Fax, etc.)
- Prepares appropriate departmental report as periodically required by supervisor