



Valid through 7/31/2015

The following position(s) are currently open.

If you are interested and meet the criterion for the job opening, email your resume to Darlene Mack, Human Resources Manager at dmack@cortland-banks.com or fax to 330-638-4907. The Bank retains the right to change the terms and conditions of the position(s) at any time.

JOB TITLE: Head Teller (2) OPENINGS (Elm Rd. & Boardman-Canfield Office)

FLSA: EXEMPT

DEPARTMENT: RETAIL COMMUNITY BANKING

REPORTS TO: Assistant Community Banking Manager/Community Banking Manager

SUPERVISES: TELLERS

Job Objective (Purpose of the position):

Under general supervision, but following established policies and procedures, provide a variety of customer service functions including processing savings accounts, checking accounts, loan transactions, cashing checks, and selling money orders and cashier's checks. Responsible for balancing each day's transactions and verifying cash totals. Promote bank products and specials and refer customer for additional bank products to meet their financial needs. Assists tellers with complex balancing and other work related problems. Prepare Teller Reports as necessary. Coach tellers on the daily product referral process.

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Office) FLSA: EXEMPT DEPARTMENT: RETAIL COMMUNITY BANKING REPORTS TO: Assistant Community Banking Manager/Community Banking Manager SUPERVISES: TELLERS

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Essential Job Functions (Functions essential to attaining job objectives):

1. Greet customers in a courteous, professional manner while providing prompt, efficient, accurate service in processing transactions.
2. Receives account deposits and loan payments. Verify amounts, examine checks for endorsement and negotiability, collect appropriate fees and process transactions.
3. Cash checks and process account withdrawal requests after verifying signatures and determining negotiability and availability.
4. Issue cashier's checks and money orders.
5. Effective operation of teller and bank software.
6. Promote and refer customers for additional banking products to meet their financial needs
7. Balance ATM.
8. Comply with Bank Policy and Procedures for Safe Deposit Box and Cash Advances.
9. Assist other tellers with processing transaction and balancing.

10. Schedule, evaluate, direct the day to day activities, and assist with balancing.
11. Oversee the maintenance of the vault in accordance with established operating procedures.
12. Comply with Bank Policy and Procedures for security.
13. Prepare teller reports as necessary.
14. May assume responsibility for the office in the temporary absence of management.

Physical, Mental and Performance Requirements (in performing Essential Job Functions):

Physical Requirements involve frequent sitting, standing, walking, talking and fine motor skills used in frequent use on a personal computer. Occasionally pushing/pulling and lifting less than 50 lbs.

Mental Requirements involve frequently thinking analytically, using effective verbal communication, handling stress and emotions, concentrating on tasks, remembering names and details, making decisions, adjusting to change and examining/observing details.

Performance Requirements involve frequently staying organized, meeting deadlines, attendance, working effectively with co-workers, using keyboard, writing, using math/calculations, directing others and attending work related meetings.

Non-essential Functions (Marginal tasks performed by incumbent of the position):

1. Answer telephone inquiries.
2. Maintain a neat and orderly work area.
3. Various other duties as assigned.

Accountability and Goals:

1. Responsible for maintaining acceptable branch cash levels (teller window and vault)
2. Branch customers receive prompt service.
3. Meet individual referral goals and assist teller colleagues with tools to meet their individual referral goals
4. Level of Cash Items for branch.
5. Level of Over and Shorts for branch.
6. Level of policy violations resulting in monetary loss, such as overriding a hold or approving the cashing of a check.

Critical Skills/Expertise (Needed for this job, specifically):

1. Customer contact and point of sale skills/experience
2. Cash Handling
3. Successful completion of Bank's training program(s)
4. Computer skills
5. Basic math skills
6. Leadership skills
7. Calculator skills
8. Successful completion of Bank's training program(s).
9. Three years previous teller experience including cash handling
10. Previous supervisory and/or Lead Teller experience.
11. Exceptional balancing record.

Job Location(s) (Place(s) where work is performed):

1. All Branches.

Equipment (Machines, Devices, tools, etc. used in job performance):

1. Teller Terminal
2. Calculator
3. Typewriter
4. Copier
5. Fax Machine
6. Check Protector
7. Security equipment.

8. Cash counter.
9. ATM
10. Alarm system.

Equal Opportunity Employer M/F/D/V/