



Position Title:	Teller Operations Specialist
Date:	February 20, 2025
Department:	Retail Banking
Location:	Oklahoma City
Supervises:	None
Reports To:	Director of Retail Banking
FLSA Status:	Exempt

Summary of position:

The Teller Operations Specialist is responsible for implementing existing policies, procedures, and systems involving teller operations and customer service functions. This position is responsible for ensuring all branches operate consistently with the outlined policies and procedures set forth. The Teller Operations Specialist will be heavily involved in the training needs for all teller operational items to include new employees.

Key job functions: *(Includes current duties, primary objectives, and responsibilities which are critical to the successful performance of the position)*

- Provide support and oversight for retail banking employees in a teller functional role.
- Serve as a primary contact for all retail banking employees' questions and provide guidance on teller operational tasks.
- Maintain in-depth working knowledge of all products, services, equipment, internal controls and policy & procedures related to teller operations.
- Conducts all new employee training for the teller operational component.
- Provide guidance for branch staff when needed for daily functions such as transaction processing, account research, teller outages and the like.
- Provide support and oversight in both technical and procedural areas related to teller operations.
- Provides coverage for branches when applicable.
- Coordinate training for all branch staff to ensure the bank's customer service standards are being met or exceeded.
- Responsible for managing the teller over and short g/l's, researching outages, and working with branch manager for any disciplinary actions needed for accumulative outages for employees.
- Responsible for tracking branch audits being completed as required.
- Other duties as assigned.

Qualifications:

- Previous experience in a similar size bank, preferably in Retail Banking
- Excellent organizational skills.
- Excellent client service skills, including interpersonal and communication skills.
- Extensive knowledge and familiarity of the services and products offered by the bank.
- Ability to count and handle money accurately.
- Proficient computer skills.
- Friendly, outgoing, assertive, enthusiastic personality.
- Professional appearance and actions.
- Proven track record in leading teams and fostering a collaborative environment
- Exceptional interpersonal and communication skills
- Strong analytical skills to measure effectiveness and efficiency
- Demonstrated ability to lead

Education and Experience:

- Bachelor's degree preferred
- Five years of retail banking experience required. Three years minimum being in a teller operational role required.
- Experience training and coaching teammates and others in new and existing policies, procedures and software applications.

Travel:

- Travel to the different branches will be required.
- Travel may include overnight stays

Physical Demands: These physical demands are generally representative of the position.

- Hearing, speech, close vision
- Sitting, including computer use
- Driving with own transportation to other branches for meetings/workshops
- On occasion, may be required to lift and/or move up to 25 pounds
- Job responsibilities may include standing, walking, lifting, kneeling, and crouching

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