

# Business Development Specialist and Head Teller – Mishawaka Office

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<b>DEPARTMENT:</b>	Teller
<b>REPORTS TO:</b>	Branch Manager
<b>SUPERVISES:</b>	Tellers & New Account Tellers
<b>SUMMARY:</b>	Coordinate and supervise all aspects of teller operations within the branch. Help coordinate and drive deposit business development efforts within the branch market area.
<b>MAJOR DUTIES &amp; RESPONSIBILITIES:</b>	<ul style="list-style-type: none"><li>▪ Performs teller duties as required</li><li>▪ Perform New Account duties as required</li><li>▪ Coach, train, and develop Tellers &amp; New Account Tellers</li><li>▪ Recognize business opportunities for new relationships and engage with customers on new account options. Work with Business Development to create referral sources and opportunities for new business and consumer deposit services.</li><li>▪ Teller scheduling</li><li>▪ Order, balance and maintain vault and ATM cash</li><li>▪ In depth knowledge of bank policies, procedures and products in order to answer customer questions, explain available services, and refer customer to appropriate bank personnel. Maintain high-level knowledge of business deposit account products and services and train and coach branch staff on business accounts.</li><li>▪ Interview customers to obtain information needed to open new account, accurately enter information into computer and properly file all forms and documents in new account opening process. Travel to prospective business client locations to open or expand business deposit relationships.</li><li>▪ Edit customer information on an account level and ensure accuracy in database</li><li>▪ Execute wire transfers and other miscellaneous customer service transactions</li><li>▪ Investigate and correct errors upon customer's request in person, by telephone, or written correspondence, according to customer and bank record</li><li>▪ Provide support for the MC3 Financial Literacy Program, including student/customer account maintenance, statistical tracking, invoice and budget management.</li><li>▪ Assists tellers in solving customer problems and balancing issues, serving as an operational reference</li></ul>
<b>KNOWLEDGE, SKILLS &amp; ABILITIES:</b>	<ul style="list-style-type: none"><li>▪ Investigate teller losses and institute corrective procedures</li> <li>▪ Excellent attitude in dealing with tellers, customers, and management</li><li>▪ Maintain security and confidentiality of customer's personal information</li><li>▪ Extensive business account experience</li><li>▪ Strong communication and presentation skills</li><li>▪ Ability to prioritize and make on-the-spot decisions regarding customer transactions, weighing customer satisfaction issues with bank exposure to loss of fraud</li><li>▪ Strong oral and written communication skills</li><li>▪ Ability to work under pressure in a fast-paced environment with a high degree of accuracy</li><li>▪ Knowledge of federal banking regulations including BSA, GLBA, Reg E, Reg D, Reg CC</li><li>▪ Ability to learn and adapt with new situations and to teach others</li><li>▪ Computer skills including but not limited to word, excel, and adobe reader and acrobat</li><li>▪ Ability to lead by example</li> <li>▪ High school diploma or equivalent</li><li>▪ Prior cash handling and customer service experience preferred</li></ul>

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<b>EDUCATION &amp; EXPERIENCE:</b>	<ul style="list-style-type: none"><li>▪ Understanding of business structures. Experience with business accounts and sales presentations.</li></ul>
<b>OTHER DUTIES:</b>	This job description in no way should be construed as a contract for employment. These job duties may be subject to change at any time due to reasonable accommodation or other reasons. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.
<b>COMPANY CONFORMANCE:</b>	In the performance of respective tasks and duties, the employee is expected to successfully perform quality work within deadlines with or without supervision, interact professionally with other employees, customers and suppliers; work effectively as a team contributor on all assignments and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.
<b>PHYSICAL/WORK ENVIRONMENT:</b>	In the performance of respective tasks and duties, the employee is expected to successfully perform the essential functions of the position. Reasonable employee accommodations for physical or mental disabilities will be considered on a case-by-case basis. While performing duties, the employee is required to sit, talk, hear, lift up to 20 pounds, and may be required to work evenings and/or weekends, attend remote meetings and/or travel.
<b>FAIR LENDING &amp; BANK SECRECY ACT:</b>	In the performance of respective tasks and duties, the employee is expected to maintain knowledge of and ensure compliance with Fair Lending, HMDA and Bank Secrecy Act regulations and all other regulatory, security and bank policies.

*First Federal Savings Bank is an Equal Opportunity Employer*