# JOB DESCRIPTION



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| **Job Title:** Teller<br>**Name :** | **Job Reference indicator:** |
| **Organization Function:** | **Job grade:** |
| **Organizational Level:** | **Location:** |

**Reporting Relationships**

- Functionally reports into: Customer Service Manager
- Administratively reports to: Customer Service Manager
- Supervises: Nil

**Job objective(s)**

- To manage cash and cheque transactions and to maintain good service delivery at teller points

**Duties & Responsibilities**

- Ensure prompt and efficient payment and posting of all cash and cheque transactions
- Ensure proper balancing on a daily basis
- Oversees responsibility for service delivery at teller points
- Any other duties as assigned by the supervisor

**Key Performance Indicators**

- Turnaround time
- Customer delivery service index
- Amount of revenue accrued through processing of customer transactions
- Number of error transactions
- Number of shortages and overages

**Minimum Education Qualifications**



- Degree with a minimum of Second Class (Lower Division) or its equivalent from a recognized and accredited university.
- Applicants must also possess a minimum of five (5) O'Level credits obtained in not more than two sittings, including Credit passes in Mathematics and English Language

**Key Competency List**

| **Knowledge** | **Skills/Competencies** |
|---|---|
| ▪ Banking operations, policies and procedures<br>▪ Basic Accounting | • Professional disposition, Possess IT appreciation & application skills, Information Sourcing & Processing Skills, Ability to pay attention to detail & Customer Service orientation |