

**Ames National Corporation
Job Description**

Job Title: Part-time Teller
Location: First National Bank
Reports: Teller Supervisor

Date: December 2009

Major Function:

Provide outstanding customer service by processing a variety of transactions, by answering customer questions, and by cross-selling products and services.

Key Job Responsibilities

- Ensure that each customer receives outstanding service by providing accurate information, building rapport, and processing all transactions as efficiently as possible.
 - Actively promote bank products and services by identifying and communicating opportunities to customers.
 - Handle and resolve customer concerns to ensure the highest possible customer satisfaction.
 - Balance daily work within given time frame and properly follow operation policies and procedures.
 - Maintains good working knowledge of other departments in the bank.
 - Assist other employees/departments/branches to promote teamwork and good communication.
 - Promote a positive bank image in the community.
 - Participates in “special projects” as needed.
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Requirements

Previous cash, sales and/or customer service exp. preferred

Strong interpersonal and oral communication skills

Progressive, Positive Work History

May be required to stand for long periods of time. Occasionally required to lift and/or move up to 50 pounds.

Hours

Regularly Monday – Thursday, 3:30 – 6:00

Saturday Rotation