

**Ames National Corporation  
Job Description**

**Job Title:** Teller **Date:** August 2010  
**Location:** First National Bank, North Grand Location  
**Reports:** Teller Supervisor

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**Major Function:**

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

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**Key Job Responsibilities**

- Ensure that each customer receives outstanding service by providing accurate information, building rapport, and processing all transactions as efficiently as possible.
  - 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 experience preferred

Strong interpersonal and oral communication skills

Progressive, positive work history

Working knowledge of Microsoft Office (Word, Excel, Outlook)

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

**Hours**

Regularly Monday – Friday, 8:00 – 5:00, 8:30 – 5:30 & 9:00 – 6:00

Saturday Rotation