

**Ames National Corporation
Job Description**

Job Title: FT Teller

Date: July 2009

Location: First National Bank – University Branch

Reports: Teller Supervisor

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.
 - 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

Monday – Friday, rotating 8:00 – 5:00 & 8:30 – 5:30

Saturday rotation, 8 am to 12 pm