



Job Title: Customer Service Teller
Reporting Line: Branch Manager
Position Level: Entry Level
FLSA Status: Non-Exempt
Revised Date: 2018

Essential Functions:

- Ensure all Money Laundering and Compliance regulations are adhered to at all times
- Keep accurate and detailed records of all transactions, expenses, and inventory levels for accounting purposes.
- Answering client phone calls and providing information on currency exchange.
- Exchanging currency from USD to Foreign Funds and Foreign Funds to USD
- Cashing mall payroll checks and travelers' checks
- Quote and explain exchange rates to customers in person and over the phone
- Get proper identification for all transactions and input into the CEIFX Program
- Calling and getting proper authorization for transactions dealing with Travelers Checks or large sums of cash
- Place orders for currency with main office
- Balance safe at the beginning and end of every shift.
- Notify proper management of any overage/shortages that occurred on your shift
- Prepare and make deposits electronically
- Ensure appearance of Store is neat and tidy at all times
- Comply with OFAC regulations and run customer names in Bridger Software when necessary
- Organize and File balance reports and Ids in the proper location
- Maintain good customer relationships by being helpful and courteous

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. *Duties, responsibilities and activities may change at any time with or without notice.*

Competencies:

1. Customer/Client Focus
2. Decision Making
3. Technical Capacity
4. Stress Management/Composure
5. Thoroughness
6. Communication Proficiency

Qualifications:

- High School Diploma or equivalent
- Customer service experience
- Previous Cash Handling Experience