



# **CURRENCY EXCHANGE**

## **INTERNATIONAL**

### **POSITION DESCRIPTION**

**Job Title:** Customer Service Teller  
**Position Level:** Entry-Level  
**Reporting Line:** Branch Manager  
**FLSA Status:** Non-Exempt  
**Revised Date:** November 28, 2018

As a Teller at Currency Exchange International you have a key influence in maintaining our professional image with clients. It is important while working in our stores that you keep a positive and professional attitude at all times and that our customers receive the highest quality of assistance while visiting. As a teller, you will follow a weekly work schedule provided by your branch manager with specific times in which you will need to be present at the retail location. The following is a description of your key responsibilities while on shift at our retail level.

#### **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
- Maintain excellent working relationship between CXI and the landlord for the facility we lease our branch location from
- Ensure all mall promotions are being performed properly
- Ensure logging in of all CXI promotions and coupons
- Selling CXI attraction tickets and MasterCard Passports
- Reaching daily gift card goals
- Be fully aware of all Secret Shop requirements

**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

**Required Education or Experience:**

1. High School Diploma or Equivalent
2. Customer Service Experience
3. Previous Cash Handling Experience

**Position Type/Expected Hours of Work:**

This is a part-time position. Weekday evenings and weekend coverage needed.