

Job Title: Interactive Virtual Teller

Schedule: [To be determined based on organizational needs]

General Summary: The Interactive Virtual Teller is responsible for delivering exceptional customer service within a virtual banking environment. This role requires strong communication skills, the ability to function independently, and meticulous organization. The incumbent must adhere to established policies and procedures to mitigate the bank's exposure to risk while assisting customers with transactions, balance inquiries, deposit verification, and inquiries about the bank's products and services.

Duties:

- Greet customers courteously and professionally in the virtual teller environment, providing prompt and accurate assistance.
- Process deposit transactions by verifying deposit amounts, examining checks for endorsement and negotiability, and ensuring accuracy.
- Utilize automated counters to verify cash amounts and process transactions efficiently.
- Cash checks and facilitate withdrawals from savings and checking accounts after verifying signatures and account records.
- Review and oversee the process for all virtual transactions accepted by the bank.
- Receive loan payments and accurately prepare corresponding entries.

Experience/Education:

- High school diploma or equivalent is required.
- Previous teller experience preferred, with a demonstrated track record of high performance.
- Customer service experience is essential.
- Proficiency in various computer programs and systems is necessary for successful navigation of virtual banking platforms.

Skills:

- Self-starter with the ability to work independently and as part of a team.
- Enjoyment of interacting with the public and providing outstanding customer service.
- Technologically savvy with a demonstrated aptitude for learning new systems.
- Outgoing and friendly demeanor conducive to building positive customer relationships.