



Job Title: Teller
Location: Raton, New Mexico
Job Type: Full-time, Non-Exempt

Overview:

As a Teller in our Raton, New Mexico Office, you'll provide outstanding customer service in-person, email, and on the phone. You will accurately complete financial transactions for customers, and comply with procedures, policies, and compliance requirements. A significant responsibility of this role is to be courteous, efficient, helpful, and accurate.

This job requires a patient and stable work style and consistency in dealing with repetitive routine. The job demands a cooperative, agreeable, and sympathetic listener who gets along with others and enjoys being helpful to them. A customer service, team-oriented focus is of utmost importance. The job requires attention to the details of work, handling work with better-than-average accuracy and with careful attention to the quality of the work. The focus is on working comfortably under close supervision within a stable, secure team. The pace of the job is steady. When there is change in the structure of work or scope of responsibility, ample time will be provided to learn the new work thoroughly with opportunity for repetitive practice. If the job requires making decisions, such decisions will be made in close conference with the team and supervisors.

Essential Job Functions:

- Manage the front office and daily administrative duties including greeting clients, opening and closing the office, answering phone calls, ordering office supplies, and helping prepare for customer meetings.
- Accept and accurately assist customers with processing transactions, such as cash handling, deposits, withdrawals, or loan payments; account transfers and wire transfers; resolve customer complaints or account discrepancies.
- Assist and enroll customers with online banking.
- Inform customers about all banking products and services; identify and cross-sell referral opportunities to broaden the customer's banking relationship.
- Track, record, report, and store information related to transactions, bank supplies, and customers.
- Maintain and balance cash drawer and reconcile discrepancies.
- Handle currency, transactions, and confidential information in a responsible manner.
- Maintain current knowledge and follow all bank financial and security regulations and procedures.
- Embody, embrace, and demonstrate InBank's Core Values: Commitment, Innovation, Responsibility, Teamwork, Happiness, and Authenticity.



- Other duties as assigned.

Minimum Qualifications:

- High School Diploma or equivalent.
- 6+ months' customer service or cash handling experience.
- Proficient with Microsoft Office Suite Skills; 10 key by touch is preferable.
- Detail-oriented, strong decision-making capabilities.
- Must be able to stand for prolonged periods of time; must be able to use fingers, hands, and wrists for repetitive tasks such as typing, using a mouse, handling paper, currency or coin, and operating a telephone.
- Must be able to lift 50lbs in order to transfer coin machine bags to a dolly; open Cash Dispensing Machine, open vault doors, or lift/transfer items typical in an office environment.
- Strong verbal and written customer service skills; professional and courteous communication skills.
- Strong attention to detail and accuracy.

Preferred Qualifications:

- Prior teller/sales experience

InBank is an Equal Opportunity Employer committed to creating a diverse workforce. We support a work environment where colleagues are respected and given the opportunity to perform to their fullest potential. We consider all qualified applicants without regard to race, religion, color, sex, national origin, age, sexual orientation, gender identity, disability or veteran status, or any other characteristic protected by applicable federal, state, or local laws.