



Job Title:	Floating Teller/CSR	Department/Group:	Branch
Location:	Based in Salisbury with travel as needed	Supervisor:	Head Teller/Branch Manager
Position Type:	Full-time	Contact:	
Will Train Applicant(s):			

Job Description

ROLE AND RESPONSIBILITIES

The floating teller/CSR is responsible for assisting customers with a variety of banking needs. This employee will be based in Salisbury but will need to travel to other branches as needed to help with staffing coverage. Most of the travel will be in Worcester and Wicomico Counties.

- **Front Line Responsibilities**

Employee shall know, understand, and be held accountable for general product knowledge, opening, servicing, and closing all deposit accounts, defining customer needs and cross-selling our bank products and services in addition to FACTA as it relates to deposit verification, cash handling, transaction processing including deposits, withdrawals, loan payments, and savings bond redemption, safe deposit custodian duties, end of day cashbox balancing, ATM & night deposit balancing, stop payments, and check holds

- **BSA**

Employee shall know, understand, and be held accountable for aspects of BSA Policy related to CDD, CIP, CTR completion, OFAC verification, and Suspicious Activity Reporting.

- **Information Security Responsibilities**

Employees shall know, understand, and be held accountable for fulfilling their security responsibilities as defined in the Information Security Policy as well as other First Shore Federal policies. Information security is the responsibility of everyone at First Shore Federal. Employees are responsible for informing the IT Department of any incident, suspected or material, and of any issues hindering their work function. Employees are responsible for exercising good judgment regarding the reasonableness of personal use of First Shore Federal owned network devices. Employees have an obligation to use their internet access in a responsible and informed way. Employees are responsible for the security of their credentials for any and all applications used by First Shore Federal. Employees are responsible for participating in any and all education and training programs initiated by First Shore Federal.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- High school diploma or GED required
- Prior bank experience preferred

PREFERRED SKILLS

- Prior customer service experience
- Cash handling or sales experience
- Computer skills and knowledge required

ADDITIONAL NOTES

Serves on the IB Frontline Group

Pay range: \$15-18/hour

Benefits: health, vision, and dental insurance, paid time off, 401k & matching, life insurance, flexible spending account, health savings account. Occasional overtime possible.

Reviewed By:

Date:

Approved By:

Date:

Last Updated By:

Date: