



**JOB TITLE:** Manhattan Part-Time Teller I  
**FLSA STATUS:** Non-exempt

Do you like a challenge? Do you want to work with dedicated community minded team members? Do you want to work for a community bank that is a leader in the markets we serve? If so, ESB Financial is looking for a dynamic Part-Time Teller to join our Manhattan, Kansas Team.

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### **PRIMARY PURPOSE OF JOB**

Under general supervision of a front-line supervisor, this position provides service to bank customers regarding daily transactions, including receipt and payment of cash, answering inquiries, processing checks and deposits and referring customers for appropriate services.

### **ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS - *Other duties may be assigned***

- Provides account services to customers by receiving deposits and loan payments; cashing checks; issuing withdrawals; recording night and mail deposits; selling cashier's checks; answering questions in person, via drive thru, by telephone, email, or letter; and adhering to bank policies and procedures.
- Promotes bank products by answering inquiries; informing customers of new services and product promotions; ascertaining customers' needs; and directing customers to the appropriate representative.
- Provides effective customer service by answering customer questions; investigating and correcting errors independently or by consulting with a supervisor.
- Reconciles cash drawer by comparing drawer totals to computer proof sheets; maintaining an accurate supply of cash and coin. Balances cash drawer within ten minutes with no more than five unfound errors each month and total offages should not exceed \$100 (long or short) in a one-month period.
- Greets bank customers, opens safe deposit boxes and utilizes bank software program to assist customers.
- Complies with bank operations and security policies and procedures by participating in various dual-control functions.
- Maintains customer confidentiality and protects bank operations by guarding customer's personal and account information; being vigilant regarding potential information security threats
- Develops and maintains an in-depth knowledge of current bank products and services, as well as corresponding bank policies, procedures, and processes, by completing assigned training; stays current on regulations affecting bank products and services.
- Maintains a professional appearance and work area; dressing in accordance with bank dress code; keeping work area stocked with required supplies; organizing workspace for efficiency and appearance; reporting malfunctions of computers and other equipment.
- Represents bank in various community, civic, and community reinvestment functions to further enhance the bank's image and develop additional business.
- Contributes to a team effort by completing other duties as needed and/or assigned.
- Other duties may be assigned

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Good attention to detail and ability to minimize errors in work.
- Good interpersonal and communication skills focused on excellent client service.
- Basic understanding of bank's products and services.

- Basic computer skills and basic knowledge of office equipment, such as 10-key skills, Microsoft Outlook.
- General knowledge of math and financial calculations.
- Ability to demonstrate positive and helpful demeanor when working with the public.
- Ability to establish and maintain effective working relationships with staff.
- Willingness to perform other duties as assigned.

**ORAGANIZATIONAL CORE COMPETENCIES**

**Building Trust:** *Interacting with others in a way that gives them confidence in one’s intentions and those of the organization.*

**Client Focus:** *Ensuring that the client perspective is a driving force behind business decisions and activities; crafting and implementing service practices that meet clients’ and own organization’s needs.*

**JOB SPECIFIC COMPETENCIES**

**Building Client Loyalty:** *Effectively meeting client needs; building productive client relationships; taking responsibility for client satisfaction and loyalty.*

**Engagement Readiness:** *Demonstrating a willingness to commit to one’s work and to invest one’s time, talent, and best efforts in accomplishing organizational goals.*

**Managing Work (includes Time Management):** *Effectively managing one’s time and resources to ensure that work is completed efficiently.*

**Quality Orientation:** *Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.*

**EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS**

- High School Diploma or equivalent required.
- One month to twelve months of customer service-related experience.

**PHYSICAL CONTEXT AND WORK ENVIRONMENT**

Physical Requirements	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
<b>Seeing:</b> Must be able to see to read documents & reports and use computer.				X
<b>Hearing:</b> Must be able to hear well enough to communicate with coworkers and general public in person or via a headset.				X
<b>Sitting:</b> Must be able to sit for long periods of time.	X			
<b>Standing/Walking:</b> Must be able to move about the work area.				X
<b>Climbing/Stooping/Kneeling:</b> Must be able to stoop or kneel to pick up items off the floor and check equipment.	X			
<b>Lifting/Pulling/Pushing:</b> Must be able to lift 25 pounds with or without reasonable assistance.			X	

<b>Grasping/Feeling:</b> Must be able to type, handle documents, and use equipment and electronic devices.				X
<b>Reaching:</b> Must be able to reach above shoulder.		X		

The work environment is usually a well-lighted, environmentally controlled indoor environment with moderate level of noise.

*The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer.*

We offer an excellent benefit package. Competitive salary based on education and prior work experience.

Hours of work: no more than 20 hours week

Requires availability Monday through Friday between 9:00 a.m. and 5:00 p.m.

Exact daily hours to be determined.

\$15.00 / hour

Part-Time/non-exempt

EOE/Veterans/Disabled

Please forward a resume to: [humanresources@esbfinancial.com](mailto:humanresources@esbfinancial.com), and complete application located at [www.esbfinancial.com](http://www.esbfinancial.com).