

NO RTEC JOB SPECIFIC SKILLS COMPETENCY

TELLER (Financial)

DOT: 211.362-018 / O*NET-SOC: 43-3071.00 SVP 5

Job Description: Receive and pay out money and keep the records necessary in various banking and other financial transactions.

Physical Demands - Mildly Active w/ light lifting, carrying or moving (up to 20 lbs); **General Educational Development** - R4 M3 L3; **Aptitudes** - Above Average Clerical Perception, Motor Coordination, Finger Dexterity; Average General Learning Ability, Verbal, Numerical, Form Perception, and Manual Dexterity.

CORE SKILL COMPETENCIES/INDICATORS:

1. Can demonstrate knowledge of Federal Banking Regulations. (S, IN)
2. Can demonstrate knowledge of security and safety regulations. (S, IN)
3. Can demonstrate knowledge of institutional services. (S, IN)
4. Can demonstrate proper procedure for ordering, receiving, and arranging the daily supply of cash needs. (R, S, IN)
5. Can demonstrate ability to receive checks and cash for deposits, verify amounts, and examine checks for endorsement. (R, S, IN)
6. Can demonstrate ability to cash checks and pay out money after verification of signatures and customer's balance. (R, S, IN)
7. Can demonstrate ability to count currency, coins, and checks received for deposit, shipment to branch banks, or Federal Reserve Band by hand or currency-counting machine . (R, T, IN)
8. Can demonstrate ability to prepare daily currency inventories, drafts, and travelers' checks. (S, IN)
9. Can demonstrate ability to examine coupons and bills presented for payment to verify issue, payment date, and amount due. (S, IN)
10. Can demonstrate proper technique used to enter customers' transactions into a computer to record transactions and issue computer generated receipts. (R, S,T, IN)
11. Can demonstrate proper technique used to balance currency, coins, and checks in cash drawer at the end of a shift and to calculate daily transactions using a calculator. (R, IN, S, T)
12. Can demonstrate ability to quote unit exchange rate, following daily international rate sheet or computer display. (R, S, T, IN)
13. Can demonstrate ability to give appropriate information to customer about foreign currency regulations and compute exchange value and transaction fee for currency exchange. (R, S, IN)
14. Can demonstrate ability to remove deposits, count and balance cash from automated teller machines and/or night depository. (R, S, T)
15. Can demonstrate ability to effectively explain, promote, or sell products or services, such as travelers checks, savings bonds, money orders, and cashier's checks. (R, S, IN, I)
16. Can demonstrate ability to maintain the confidentiality of customers and the bank. (IN, S)
17. Can demonstrate ability to utilize a typewriter to accurately complete government and bank forms. (S, T)
18. Can demonstrate ability to compose, type, and mail correspondence relating to discrepancies, errors, and/or outstanding unpaid items. (R, S, IN, T)
19. Can demonstrate ability to photograph records using a microfilm machine. (R, IN, T)
20. Can demonstrate proper technique used to open new accounts for customers. (R, S, IN, I)

21. **Can demonstrate ability to accurately add numbers using calculators, computers, and/or by hand . (R, IN, T)**
22. **Can demonstrate ability to utilize computers to record transactions based on customer's needs. (S, T, IN)**
23. **Can demonstrate ability to read and comprehend training manuals. (R, S, IN)**
24. **Can demonstrate ability to appropriately communicate with customers. (IN)**