Downloaded from <https://www.velvetjobs.com/job-descriptions/head-teller>

# Example of Head Teller Job Description

Our innovative and growing company is looking to fill the role of head teller. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for head teller

* Supervise and coordinate activities of Tellers to ensure departmental efficiency and accuracy
* Staff, motivate, supervise and manage all Tellers
* Simultaneously hold Tellers accountable to their job descriptions and provide the training needed to meet those expectations
* Assign departmental duties and work schedules to workers to ensure efficient departmental functioning
* Receive and review monthly Departmental time cards prior to submitting to Branch Manager
* Consistently go above and beyond typically expected work schedule to accomplish what is needed for the benefit of the Teller Department
* Serve as a role model for Tellers with regards to effective communication, respect for others, ability to work with others, and dedication to both the Teller Department and Credit Union as a whole
* Maintain positive and mentoring relationship with all Tellers
* Implement appropriate Teller suggestions to improve Teller Department processes and procedures
* Approve invoices for payment or follow deposit withhold procedures

## Qualifications for head teller

* Maintains and balances own cash drawer daily
* Opens and closes main vault daily, controls cash in vault and distributes daily cash to Tellers according to policy and procedure
* Supervises all aspects of the Teller Line, maintains cash supply for the branch and ATM, ensures Teller accuracy , assist Tellers with more complex customer transactions
* Ensures the integrity of Teller Line security and adherence to cash drawer limits
* Ensures that the branch has an adequate cash supply, orders and ships currency, prepares currency shipments and verifies money shipped to the branch
* Participates and supports the internal branch sales initiatives and goals