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# Example of Head Teller Job Description

Our company is growing rapidly and is hiring for a 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

* Address and resolve Member complaints
* Examine Tellers daily transactions for accuracy
* Allow Members access to Safe Deposit Boxes, following specified procedures
* Monitor and review financial institution's security procedures and control access to vault
* Ensure departmental adherence to all Federal, NCUA and BSA guidelines and regulations (including, but not limited to, establishing and overseeing all dual controls, and satisfactorily completing quarterly audits)
* Comply with all BSA requirements as stated in the BSA Policy
* Receives checks and cash for deposits to accounts, verifies amounts, examines checks for proper endorsement and enters deposits into the computer system
* Greet and service clients in a friendly and courteous manner
* Cash checks, process withdrawals and pay out money after verification of signatures and customer balances
* Place hold on accounts for uncollected funds and transfer funds between accounts when requested by clients

## Qualifications for head teller

* Monitors and/or ensures compliance with federal and State laws and regulations
* Minimum two years of increasingly responsible experience in teller related function, including formal teller training
* Proficient computer operation skills and ability to operate standard office equipment
* Prior Store operations experience preferred
* Maintains current HR and Retail Leadership training requirements
* Sound judgment in decision making and problem solving