

Fortress Bank

TELLER POSITION

Fortress Bank is seeking enthusiastic entry-level Bank Tellers to join our team. If you have a knack for face-to-face customer service and enjoy working with cash and numbers, this is an opportunity for you. In this role, you will be the face of our bank, building relationships with our valued customers and ensuring they have a positive banking experience each time they visit.

Pay range will start at \$16/hour.

What You'll Bring:

- A positive and outgoing personality with a strong customer service orientation and genuine desire to help others.
- Ability to build rapport and establish trust with customers from diverse backgrounds.
- Strong attention to detail and accuracy in handling transactions.
- Basic cash handling, math skills, and computer proficiency.

What You'll Do:

- Greet customers with a warm and welcoming demeanor, creating a positive and comfortable atmosphere.
- Actively listen to customer needs and provide appropriate solutions or referrals.
- Provide friendly, efficient, and accurate transaction processing, including deposits, withdrawals, transfers, check cashing, loan payments, etc.
- Proactively address customer inquiries and resolve any issues or concerns with empathy and understanding.
- Educate customers on available bank products and services, highlighting their benefits and value.
- Maintain a balanced cash drawer and adhere to all bank policies and procedures.