

# Bank Teller

You are responsible for greeting customers, handling money, and entering deposit amounts into the computer. You must be alert to see that deposit tickets and checks are completed correctly. The reputation of the Bank depends on you being pleasant, courteous, and accurate.

## 1. Fill Your Money Box

The Customer Service manager will give you a money box and the money bags. If there is no Customer Service Manager working today, you can get the money boxes and the money bags from the safe behind the CEO's desk. You will fill your money box for your teller station for the day. Count out the starting dollar bills and coins for your money box. You should fill it with **25 - \$1.00 bills** and with **100 quarters**. This will give you **\$50** in starting cash. Fill out a **Cash Out Ticket** and put it **under** your dollar bills.

## 2. Teller Training for Lunch Breaks

A JA BizTown staff person will train you on how to accept personal deposits. You will **practice with the Bank employees checks**. On the left column of your computer, click on **Personal Banking**. Follow the directions on the screen:

- a. Put in the account number of the student, click on the **Submit** button.
- b. Verify the student's name and click **Yes** if it is correct.
- c. Click on **Checking Deposit** in the lower left-hand corner of your screen.
- d. Enter the **amount of the paycheck** in the required field.
- e. Enter **\$2.00 cash back** in the **Cash Back** field.
- f. Make sure for the type of deposit that **"Payroll Checks"** is highlighted. Click on **Deposit**.
- g. Give the customer **\$2.00** cash back (one dollar bill & 4 quarters).
- h. **Keep the Payroll Check and Deposit Ticket and have the student give the \$1.50 Savings Check to the Savings Officer.**
- i. After putting the information into the computer, place the deposit ticket **on top** of the payroll check and staple them together.
- j. To go to your next customer, go to the top of the page and click on **"Exit Transaction"**.

## 3. Daily Teller Balancing Worksheet

After each break, you will complete your **Daily Teller Balancing Worksheet** to see if you need more cash for your money box. If you do, you may take it from the safe.

- a. Keep your **Daily Teller Balancing Worksheet** up to date throughout the day.
- b. At the end of the day, count the cash left in your money box and record it on your **Daily Teller Balancing Worksheet**.

- c. Give this worksheet to the volunteer in your business. Return all money to the safe.

#### 4. Teller Training for Shopping Breaks

During the second break, all paychecks will be Direct Deposited. Some customers will come to see you if they want to deposit unused cash or get more cash out (**\$2.00 maximum**). Follow these instructions for this:

- a. Click on **Exit Transaction tab** at the top of your screen.
- b. Put in the student's account number and click on **Submit**. Confirm the student's name and click on **Yes**.
- c. **For Depositing Cash:** If they want to deposit cash, they **must have a Deposit Ticket filled out properly**. Keep their deposit ticket and cash and click on **Checking Deposit**.
- d. Put in the amount that they are depositing. **For type of deposit, highlight "Cash."** Click on **Deposit** and keep the deposit ticket and cash that they are depositing.
- e. **For Withdrawing Cash:** Click **Checking Withdrawal** and enter the amount that they are withdrawing (**\$2.00 maximum**), **then collect their check**.
- f. Click on **Verify** to make sure they have enough cash to withdrawal. If they have enough, click on **Withdrawal** and give them their cash.

#### 5. Direct Deposit Enrollment Forms

During the shopping breaks, the volunteer in your shop will give you **Direct Deposit Enrollment Forms**. Two tellers should verify that all students received a Direct Deposit by checking their accounts on the computer and putting a check mark on the form. The other two tellers should continue to help customers.

#### 6. Business Cash Deposits

**You are not to accept business cash deposits, the Bank CEO does this.** (Note: The Bank CFO will take care of business deposits when the CEO is on break).

#### 7. Clean Up

Assist with business clean up at the end of the day.