



Assistant Teller Supervisor

JOIN OUR TEAM!

The Assistant Teller Supervisor will manage deposits, withdrawals, and other financial interactions while providing excellent customer service to all customers. This role will also manage other Tellers in the office, ensuring smooth and orderly operation of the Teller line and related functions.

Supervisory Responsibilities:

- Supervise and manage other bank tellers as assigned.
- Maintain sufficient, skilled staff by scheduling appropriate employees and providing ongoing training and cross-training opportunities.
- Conduct performance evaluations that are timely and constructive.

Duties & Responsibilities:

- Work teller window, wait on customers & ensure the Daily Operations of the Teller Line.
- Schedule, supervise, train and develop staff.
- Maintain high level of customer service standards.
- Respond to customer inquiries and concerns and create positive solutions.
- Daily monitoring of CTR processing.
- Order cash.
- Balance the Currency Vault and the Coin Vault.
- Complete daily transmittal of cash advances & monitor over \$3,000 & log for non-customers.
- Monitor accuracy of Monetary Instrument Log (MIL), OFAC logs for money orders and cashier's checks.
- Perform monthly cash audits.
- Monitor and provide guidance and written disciplinary actions when necessary.
- Ensure adherence to policies and procedures concerning the Teller functions.
- Perform other related duties as assigned.

Knowledge, Skills & Abilities:

- Excellent verbal and written communication skills.
- Thorough understanding of customer service.
- Excellent managerial skills and positive role model behavior.
- High level of trustworthiness, confidentiality, discretion and ethical behavior.

Education & Experience:

- High school diploma or equivalent required.
- Previous experience working directly with the public is preferred.
- Two years' experience as a bank teller.

How to Apply: Click here for application - [Application for Employment](#)

Please submit application in person, by mail, or by email:

First Citizens State Bank

Attn: Human Resources

207 W. Main Street, Whitewater, WI 53190

hrrservices@firstcitizensww.com

OR, printed applications may be obtained at any of our four office locations (Whitewater, Palmyra, East Troy).