



Bank of St. Helena Ltd.

www.sainthelenabank.com

JOB PROFILE

Post:	Bank Teller
Grade:	Band A-B
Hours of Work:	Average of 35hr per week. It is expected that hours of work will be determined by the nature and requirement of the Bank and will include weekend/after-hours work.
Location:	Bank of St Helena Office premises or other sub-offices/branches as these are developed.
Job Purpose:	To provide quality customer service and accurate, efficient transaction processing and to provide accurate checking of documentation records in an efficient manner at all times.
Reports to:	Teller Supervisor
Supervision:	None

Job Outline:

1. To provide and maintain excellent customer service at all times and work within the confines of the policies, procedures, laws and regulations pertaining to Banking. This includes anti-money laundering (AML), knowing your customers (KYC) etc.
2. Process all counter transactions accurately and efficiently; including, but not restricted to, cash withdrawals, deposits, transfers, journals and overseas remittances for submission to the Accounts department.
3. Cash handling and ensure that cash balances with paperwork at close of business.
4. Assist with Remote Banking.
5. To input all transactions onto the Bank's computerised system.
6. Process the closure of accounts in line with the Bank's policies and procedures.
7. Capture customer signatures as required and ensure customer information is accurate.
8. Process customer Standing Orders and file accordingly, in line with the Bank's policies and procedures.
9. Resolve routine customer queries and refer more complex issues to the appropriate person/section.

Head Office: Market Street · Jamestown · St Helena Island · STHL 1ZZ

T. +290 22390 · F. +290 22553 · E. info@sainthelenabank.com

Established and regulated under the Financial Services Ordinance, 2008, the Company Ordinance, 2004 and the Company Regulations 2004



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10. To ensure compliance with the Bank's operational, security and control policies and procedures, preventing fraud and protecting customer assets.
11. Promote and maintain positive relations with all contacts, customers and potential customers.
12. Explain, advise on and promote bank products and services to customers.
13. Any other duties delegated by the Teller Supervisor or the Teller Services Manager. This could involve working within other Sections of the Bank as service needs arise, including Customer Service Counter and Reception.

Person Specification (*skills, attitudes, qualifications and experience*)

Skills & Attitude:

- Must have good interpersonal skills and deal with people in a professional manner;
- Must be computer literate;
- Ability to obtain accurate and authentic information from clients;
- Basic understanding of financial data and ability to perform relevant analysis;
- Must have good written and verbal communication skills;
- Ability to remain calm when under pressure;
- Adaptability;
- Ability to maintain high levels of accuracy and have a keen eye for detail;
- Well-presented and professional in appearance;
- Ability to maintain high levels of confidentiality, including data protection;
- Must be self-motivated and have sound organisational skills;
- Ability to work independently as well as part of a wider team;
- Commitment to personal and professional development;
- Risk Management and Information Security awareness.

Qualifications / Experience:

- GCSE's in Mathematics and English at Grade C or above (or similar qualification in Accounts), preferred;
- Proficiency in IT skills, including Microsoft Applications;

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- Good academic background;
- Relevant experience in banking/finance and/or cashier duties;
- Experience of working in a customer service environment.

Special Conditions:

- Meeting deadlines, which will mean working outside normal working hours.
- Could be requested to deputise in the absence of a Senior Teller.
- Dealing with irate/awkward customers.



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