

## Head Teller

**Department:** Branch Operations

**Location:** Centerville, Ohio – Centerville Office

**Essential Duties and Responsibilities** include the following. Other duties may be assigned to meet business needs.

- Work with the Branch Officer/manager to create and maintain an environment of professional, courteous, efficient and friendly service to both customers and staff.
- To set the example and help lead and train a team to build relationships and to grow in the referring to the following resource experts:
  - Commercial Lending Team
  - Mortgage Lending Team
  - Consumer Lending Team
  - Treasury Management Team for Cash Management & RED
  - Investment Services Team
  - Trust Team
  - Merchant Services Team
- To work with the Branch Officer/manager to help coordinate and participate in the development of branch personnel you supervise, mentor and lead. Some duties include but are not limited to:
  - Setting a good example with your own work ethic.
  - Suggest and participate in developing a written game plan for each employee you supervise which fulfills branch development goals.
  - Train in areas where you are knowledgeable to develop the staff at your office.
  - Providing regular feedback to the employees of their progress.
- Maintain a high level of confidentiality to protect the customer and the Bank.
- Learn what activities your office participates in dealing with Community Involvement and actively look for opportunities to get involved.
- Participate with your Branch Officer/Manager in HR related duties including:
  - Help set goals and determine bonus amounts for employees you supervise
  - Help complete performance reviews for your employees.
- Maintain the operations of the branch at a high level by being timely, accurate and efficient with all daily, weekly and monthly activities. Maintain a high standard of all audits performed both by branch staff and other third parties.
- Coordinate all branch operational duties and maintain a high level of accuracy and efficiency.

## Qualifications:

- Excellent written and verbal communications skills.
- Excellent Leadership and Team Building skills.
- Enthusiastically cooperate with others both inside the office and with other areas of the bank.
- Maintain a professional appearance for yourself and your office environment which project positively the LCNB culture.
- Exceptionally oriented to detail for yourself and your team.
- Detailed functional knowledge of Microsoft Office
- Notary Public required

## Education/Experience:

- College Degree or equivalent Work Experience – (Preferred)
- High School diploma or GED equivalent required
- Leadership/Management/Supervisor Education and/or Experience (Preferred)