

Name: \_\_\_\_\_ Date: \_\_\_\_\_

# Careers in Finance



## BANK TELLER

### **Brandon Lewis**

*American Bank and Trust*

Brandon has always been good at handling money. Brandon's job is to process customer transactions in a timely, accurate manner according to established policies and procedures. His tasks may include tending to checking and savings accounts, ATM/debit cards, telephone and Internet banking, bill payment, certificates of deposit, IRAs, safe deposit, discount brokerage, credit cards, and merchant processing. A bank teller is expected to uphold the positive image of his or her bank by providing the best possible customer service in a responsible and professional manner.

**SKILLS:** Communication, problem-solving, decision-making, retail sales, and cash-handling skills, as well as proficiency with office machines

**PERSONAL TRAITS:** Personable, courteous, outgoing, team oriented, and able to remain calm under pressure

**EDUCATION:** High school diploma or equivalent; associate degree or higher degree

## Discussion:

Why would a bank teller's job require selling skills? Provide examples.