



**NORTH DAKOTA  
CLASS DESCRIPTION**

ND Human Resource Management Services  
Phone: (701) 328-3290

Class Code(s): 0503

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**TELLER**  
GRADE F

**SCOPE OF WORK:**

Work involves processing a variety of financial transactions under federal banking regulations and state laws and providing customer service.

**DUTIES PERFORMED:**

- Acknowledge and resolve customer complaints.
- Receive cash and checks for deposit, verify amount, and examine documents for identity of individuals and endorsements; pay out money.
- Enter transactions into computer system; identify, research, and correct errors.
- Test computer applications and system enhancements.
- Document and report suspicious and fraudulent transactions such as money laundering, forgery, identity theft, etc.
- Order checks for customers; order currency and coin based on legal requirements and customer demand; redeem, buy, sell, and order foreign currency; calculate exchange rates.
- Promote bank products and services to customers, such as debit cards, internet banking, electronic bill pay, etc.
- Maintain and balance/verify currency, coin, and checks in cash drawer daily, balance vault and currency books at the end of day and audit weekly, perform audits.
- Ensure vault security systems are armed/disarmed at proper times; responsible for one or more vault combinations and may maintain vault log.
- Issue, redeem, balance and submit traveler's checks, savings bonds, cashiers checks and money orders etc..
- Maintain records, manage and comply with retention schedule; and perform account maintenance as needed
- Place holds and stop payments on accounts and collect sufficient funds for Non Sufficient Funds or stop payment checks.
- Process loan payments and outgoing and incoming collection items.
- Remit payroll tax withholdings; research banking and tax documents; send out statements.
- Explain bank policies and procedures; assist with maintaining policies and procedures manual for teller unit.
- Authorize additional funds for teller cash drawers when needed.
- Open, close, and check accuracy for demand deposit, savings, and certificate of deposit accounts.

- Count, verify, and prepare incoming and outgoing cash shipments.
- Manage dormant demand deposit and savings accounts.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

MINIMUM QUALIFICATIONS:

Requires a high school diploma or GED and three years of work experience as a bank teller or customer service representative. College level coursework in bookkeeping or accounting will substitute for up to two years of the work experience requirement.

Eff. Date: 10/74

Rev: 07/76 – Developed Teller I-III

Rev: 04/92 – Updated format, administratively factored

Rev: 09/96 – Updated format

Rev: 05/07 – Deleted level 1 & 2. Updated minimum qualifications, level definitions, duties, and grade.

Rev: 07/12 – Conversion to Hay System