

ESSA Bank & Trust has an immediate opening for an experienced Head Teller in Allentown, PA. We are looking for an enthusiastic, goal-oriented banker to join our team of professionals in the Allentown office. Banking experience of at least three years is a requirement. Head Teller experience, supervisor experience, bank product knowledge and great customer service skills are a must for this role at ESSA Bank & Trust.

ESSA: Helping communities grow since 1916

Basic Qualifications of the Head Teller

Education/Training: A high school diploma or equivalent; specialized banking education and training.

Skill(s): Proficient reading, writing, grammar, and mathematics skills; moderate typing skills; moderate computer skills; proficient interpersonal relations and communicative skills; a working knowledge of Bank retail products and services, along with the operating policies and procedures that impact these products; demonstrated management and supervisory skills; visual and auditory skills.

Experience: A minimum of three (3) years' experience in related positions normally required.

General Responsibilities

Responsible for managing the teller function for the branch office in order to provide efficient and accurate paying and receiving services and to control vault cash; performing a variety of duties to support the paying and receiving function of the assigned branch office; identifying and acting on referral opportunities; coordinating work within the department, as well as with other departments; ensuring department compliance with all operating policies and procedures; reporting pertinent information to the immediate supervisor; responding to inquiries or requests for information; providing guidance and on-the-job training to Teller(s) if needed; assisting the immediate supervisor with administrative tasks to support department operations.

Essential Duties

1. Manages the teller function in order to provide efficient and accurate paying and receiving services and to control vault cash as follows:
 - Ensures that Tellers are providing complete paying and receiving services to customers.
 - Ensures that all paying and receiving, balancing, and operational activities are done efficiently and according to policy; this includes the activities of assigned personnel, ATM services, and other paying and receiving activities.
 - Ensures that the tellers work as part of the customer service team and that tellers take advantage of new business referral opportunities.
 - Ensures the coordination of work, i.e., makes certain that the work of the Tellers is coordinated with other positions in the office, with centralized operations personnel, and other departments.
 - Ensures the preparation of other related reports as assigned by the Branch Manager.
 - Makes certain that all Tellers have an adequate supply of cash to conduct business; maintains level of cash according to approved unit cash management policies.
 - Balances and maintains currency and coin.
 - Orders all currency and coin for the office; ships extra money.
 - Maintains cash management records.
 - Balances vault cash each day for the office.
 - Maintains and controls vault cash records for the entire branch as follows:
 - Monitors levels of cash according to approved office, cash management policies; reports differences to appropriate officer.
 - Maintains cash management records for cash and currency.
2. Coordinates specific work tasks with other personnel within the office as well as with other departments in order to ensure the smooth and efficient flow of information.

3. Performs a variety of duties to support the paying and receiving function of the branch office of which the following are illustrative:
4. Abides by the current laws and organizational policies and procedures designed and implemented to promote an environment which is free of sexual harassment and other forms of illegal discriminatory behavior in the workplace.
5. Cooperates with, participates in, and supports the adherence to all internal policies, procedures, and practices in support of risk management and overall safety and soundness and the Bank's compliance with all regulatory requirements, e.g. Community Reinvestment Act (CRA), Bank Secrecy Act (BSA), Equal Credit Opportunity Act, etc.
6. Reports pertinent information to the immediate supervisor as requested, or according to an established schedule; compiles information as necessary or as directed and provides data to appropriate Bank personnel.
7. Responds to inquiries relating to his/her particular area, or to requests from customers, other Bank personnel, etc., within given time frames and within established policy.
8. Directly supervises assigned personnel as follows:
 - Assists in the selection of new personnel as appropriate.
 - Makes provisions for the proper orientation and training of new personnel.
 - Reviews employee performance throughout the probationary period and on a regularly scheduled basis thereafter.
 - Organizes, schedules, and distributes work among assigned personnel.
 - Keeps personnel informed of pertinent policies and procedures affecting the department and/or their jobs; creates an atmosphere in which upward communication from employees is encouraged.
 - Administers personnel policies and procedures as established by Bank policy.
9. Assists the immediate supervisor with various administrative tasks to support office operations, as directed; may also be assigned special projects.
10. Performs all the duties of a Teller II.

Benefits:

We offer a competitive pay structure and comprehensive benefits package that includes:

- Medical
- Dental
- Vision
- 401k with Company Match
- Life Insurance
- ESOP

Equal Opportunity Employer—minorities/females/veterans/individuals with disabilities/sexual orientation/gender identity

About ESSA Bank & Trust:

As of September 30, 2023, ESSA Bancorp had consolidated assets of \$2.3 billion, consolidated deposits of \$1.66 billion and consolidated stockholders' equity of \$219.7 million. Essa Bank & Trust is the leading service-oriented financial institution headquartered in Stroudsburg, Pennsylvania. The Bank maintains its corporate headquarters in downtown Stroudsburg, Pennsylvania and has 21 community offices throughout the Greater Pocono, Lehigh Valley, Scranton/Wilkes Barre and Philadelphia regions in Pennsylvania. In addition to being one of the region's largest mortgage lenders, ESSA Bank & Trust offers a full range of retail, commercial financial services, and financial advisory and asset management capabilities. ESSA Bancorp, Inc. stock trades on The NASDAQ Global Market (SM) under the symbol "ESSA."