Bank Teller

About my job:
As a bank teller, I am responsible for accurately processing routine bank transactions, including cashing checks, depositing money and collecting loan payments.

What I do every day:
• Greet customers
• Answer the phone
• Complete required forms for compliance
• Open new accounts
• Make business referrals to other associates
• Perform sales activities, listening for customer’s needs
• Cash checks and pay out money after verifying that all signatures and numerical amounts are correct
• Receive deposits and check accuracy of deposit slips
• Enter customers’ transactions into computer software to record transactions and issue receipts
• Balance currency, coin, and checks in cash drawers at ends of shifts and calculate daily transactions
• Examine checks for endorsements and to verify all information

What makes my job great?

Job growth:
An entry-level job in a bank setting, working as a teller offers many promotional opportunities as experience is gained.

Short-term training:
Most tellers have a high school diploma and receive about one month of on-the-job training.

Good pay:
The median pay in Ohio for a teller is $11.29 an hour. (That means that 50 percent of bank tellers earn less and the other 50 percent earn more.)

Benefits:
Most tellers work in bank branches. About one-third worked part-time in 2012. Full time benefits may include health, dental, vision, vacation and 401(k).
How can you become an bank teller?

**Academic/training credentials:**
A high school diploma is required for bank teller positions. Many banks provide one month of on-the-job training programs for new tellers.

**Work experience/internships:**
Some previous work-related skill, knowledge or experience may be helpful. For example, a teller would benefit from experience working directly with the public, such as in a retail setting.

**Skills and requirements:**
- Clerical skills
- Knowledge of computers and electronics
- Mathematics background
- Excellent listening skills
- Good reading comprehension
- Ability to handle cash
- Sales
- Multitasking ability
- Customer service

**Potential job titles:**
- Account representative
- Bank teller
- Customer service representative
- Member services representative
- Personal banking representative
- Teller coordinator
- Universal associate

**Where you can find jobs:**
- Online job boards
- Temporary services
- Local career fairs
- Networking
- Bank websites
- Social Media
  (LinkedIn, Facebook, Twitter)
Local educational opportunities

Two-year institutions:
- Lakeland Community College: Associate of Applied Business in Accounting

Four-year institutions:
- Cleveland State University: Bachelor of Applied Business in Accounting; Bachelor of Business Administration in Finance

High school/Technical prep:
- Lakeshore Compact College Tech Prep Marketing and Business Administration
- Excel TECC Tech Prep Business and Administration
- Auburn Career Center Business Management Technology

Coursework per educational entity:

Secondary pathway:
Finance

Postsecondary program:
Financial Services

An Example of Course with Secondary and Postsecondary Credits

<table>
<thead>
<tr>
<th>Secondary</th>
<th>7</th>
<th>8</th>
<th>Algebra I</th>
<th>Physical Science</th>
<th>Social Studies</th>
<th>Fine Arts</th>
<th>Business Foundations</th>
<th>Management Principles</th>
<th>World Languages</th>
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<td>10</td>
<td>English II</td>
<td>Geometry</td>
<td>Biology</td>
<td>World History</td>
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<td>Trigonometry</td>
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<td>Financial Services Operations</td>
<td>Finance Capstone</td>
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<th>Postsecondary</th>
<th>Year 1</th>
<th>1st Semester</th>
<th>Year 1</th>
<th>2nd Semester</th>
<th>Year 2</th>
<th>1st Semester</th>
<th>Year 2</th>
<th>2nd Semester</th>
<th>Year 3</th>
<th>1st Semester</th>
<th>Year 3</th>
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<td>College Seminar</td>
<td>Financial Accounting</td>
<td>Software Applications</td>
<td>Personal Finance</td>
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<td>Business Applications</td>
<td>Investments</td>
<td>Statistics</td>
<td>Managerial Accounting</td>
<td>Management</td>
<td>Microeconomics</td>
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<td>Macroeconomics</td>
<td>Legal Environment</td>
<td>Business Money &amp; Banking</td>
<td>International Finance</td>
<td>Finance Elective</td>
<td>Arts &amp; Humanities Elective</td>
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<td>Finance Capstone</td>
<td>Finance Practicum</td>
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<td>Social Behavioral Science</td>
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High School Career-Technical Education Program Courses

High School Courses for Postsecondary Credit (Including Apprenticeship Hours) and the Corresponding Postsecondary Courses

Required Courses

Recommended Electives

Visit education.ohio.gov/CareerConnections for reference information. Course titles and sequencing will vary between schools.

For Sources/References: See page 04.
How can I grow my career?

Where could I focus or specialize in my career?

- Teller
- Loan clerk
- Loan officer
- New accounts clerks
- Credit analysts
- Loan counselors
- Personal banker
- Investment/insurance sales
- Outside sales
- Head teller
- Branch manager
- Customer service/support
- Operations
- Accounting
- Loan underwriting

The career ladder

High school Diploma or GED
- Bill and account collectors
- Loan interviewers and clerks
- Tellers

Less than 1-year experience
- Loan officers
- Title examiners and searchers
- Branch manager
- Personal banker
- Customer service

1-3 years experience
- Outside sales
- Invest/insurance sales
- Loan underwriting
- Operations

Bachelor’s Degree (4 Years)
- Credit analysts
- Loan counselors
- Accounting

Sources/References:

O*Net Online-Summary Report, Ohio Labor Market Information
iSeek