

Tellers

This occupation is a member of the **Business, Management, Marketing, and Technology cluster**

Job Description

Receive and pay out money. Keep records of money and negotiable instruments involved in a financial institution's various transactions.

Job Zone

Job Zone Two: Some Preparation Needed

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Education Requirements

Short-term on-the-job training - Necessary skills are acquired through on-the-job training lasting no more than 1 month.

Interests

Conventional -Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.

Knowledge

Customer and Personal Service .Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Mathematics .Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

English Language .Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Computers and Electronics .Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Clerical .Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Sales and Marketing .Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

Economics and Accounting .Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.

Public Safety and Security .Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

Skills

Active Listening .Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

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Speaking .Talking to others to convey information effectively.

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Reading Comprehension .Understanding written sentences and paragraphs in work related documents.

Mathematics .Using mathematics to solve problems.

Critical Thinking .Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Service Orientation .Actively looking for ways to help people.

Reading Comprehension .Understanding written sentences and paragraphs in work related documents.

Mathematics .Using mathematics to solve problems.

Tasks

- 1 .Cash checks and pay out money after verifying that signatures are correct, that written and numerical amounts agree, and that accounts have sufficient funds.
- 2 .Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
- 3 .Enter customers' transactions into computers to record transactions and issue computer-generated receipts.
- 4 .Balance currency, coin, and checks in cash drawers at ends of shifts, and calculate daily transactions using computers, calculators, or adding machines.
- 5 .Examine checks for endorsements and to verify other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents.
- 6 .Count currency, coins, and checks received, by hand or using currency-counting machine, to prepare them for deposit or shipment to branch banks or the Federal Reserve Bank.
- 7 .Order a supply of cash to meet daily needs.
- 8 .Receive and count daily inventories of cash, drafts, and travelers' checks.
- 9 .Prepare and verify cashier's checks.
- 10 .Sort and file deposit slips and checks.
- 11 .Carry out special services for customers, such as ordering bank cards and checks.
- 12 .Process transactions such as term deposits, retirement savings plan contributions, automated teller transactions, night deposits, and mail deposits.
- 13 .Identify transaction mistakes when debits and credits do not balance.
- 14 .Arrange monies received in cash boxes and coin dispensers according to denomination.
- 15 .Resolve problems or discrepancies concerning customers' accounts.

Wages

In 2009, the Michigan average annual wage was \$24,750.00. The entry-level wage was \$19,460 while an experienced worker made \$27,390.00.

Job Outlook

During 2008, there were approximately 17,730 people employed in this field in Michigan. It is projected that there will be 18,150 employed in 2018. This occupation will have about 41 openings due to growth and about 729 replacement openings for approximately 770 total annual openings. This occupation remained steady/constant.

Related Occupations

Cashiers - Receive and disburse money in establishments other than financial institutions. Usually involves use of electronic scanners, cash registers, or related equipment. Often involved in processing credit or debit card transactions and validating checks.

Statement Clerks - Prepare and distribute bank statements to customers, answer inquiries, and reconcile discrepancies in records and accounts.

Billing, Cost, and Rate Clerks - Compile data, compute fees and charges, and prepare invoices for billing purposes. Duties include computing costs and calculating rates for goods, services, and shipment of goods; posting data; and keeping other relevant records. May involve use of computer or typewriter, calculator, and adding and bookkeeping machines.

Loan Interviewers and Clerks - Interview loan applicants to elicit information; investigate applicants' backgrounds and verify references; prepare loan request papers; and forward findings, reports, and documents to appraisal department. Review loan papers to ensure completeness, and complete transactions between loan establishment, borrowers, and sellers upon approval of loan.

New Accounts Clerks - Interview persons desiring to open bank accounts. Explain banking services available to prospective customers and assist them in preparing application form.

Secretaries, Except Legal, Medical, and Executive - Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.

Insurance Claims Clerks - Obtain information from insured or designated persons for purpose of settling claim with insurance carrier.

Office Clerks, General - Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring limited knowledge of office management systems and procedures. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing.