

TELLER SUPERVISOR

SouthTrust Bank – [Floresville Branch]

SouthTrust Bank is seeking an experienced and dependable **Teller Supervisor** to join our branch team. This position is specific to the teller department within the Floresville branch and works in coordination with the bank-wide Teller Supervisor, who provides overall teller supervision and guidance across all branches. This position is responsible for overseeing daily teller operations while providing exceptional customer service and ensuring that all transactions and procedures are completed accurately and in accordance with bank policies and applicable regulations.

We are looking for an individual who understands the importance of **accuracy, accountability, confidentiality, compliance and customer service** and who can effectively lead and coach teller staff.

KEY RESPONSIBILITIES

- Supervise and coordinate the daily activities of the teller line.
- Prepare and maintain teller schedules to ensure appropriate staffing and coverage.
- Provide guidance, training and coaching to teller staff to ensure consistent adherence to bank policies and procedures.
- Monitor teller transactions for accuracy and compliance.
- Oversee daily balancing of teller drawers and assist with resolving discrepancies.
- Maintain appropriate cash levels and follow established cash-handling and vault procedures.
- Coordinate the buying and selling of currency with the Federal Reserve as needed to maintain appropriate branch cash levels.
- Review and address transaction errors, endorsement issues and other operational concerns.
- Ensure compliance with applicable banking regulations, including BSA/AML, OFAC, Reg CC and customer identification requirements.
- Assist customers with account transactions and resolve questions or concerns in a professional and courteous manner.
- Identify opportunities to improve efficiency while maintaining appropriate internal controls.
- Maintain a thorough understanding of bank products, services and procedures.
- Assist with opening accounts and other branch operations as needed.
- Support the Branch President in maintaining a professional, customer-focused branch environment.
- Complete all required in-house training as assigned by SouthTrust Bank.
- Perform other duties as assigned.

WORKING SUPERVISOR ROLE

This is a **working supervisor position**. The Teller Supervisor will perform the same day-to-day teller duties and responsibilities as other members of the Teller Team, including assisting customers, processing transactions, balancing, handling cash and performing other teller functions as needed. The Teller Supervisor will participate in the same rotating work schedule as the teller staff, including Saturday rotations as needed.

In addition to these responsibilities, the Teller Supervisor will have **overall accountability for the teller department**, including staff scheduling, training, daily operations, cash management, accuracy, compliance and adherence to bank policies and procedures. The Teller Supervisor will serve as the primary point of accountability for the teller department and will report directly to the **Branch President**.

The successful candidate must be comfortable leading by example, working alongside the teller staff and stepping in wherever needed while maintaining the additional level of responsibility and accountability expected of a supervisor.

REQUIRED QUALIFICATIONS

- Previous supervisory, leadership or team-lead experience required.
- Demonstrate ability to train, coach and hold employees accountable for performance and adherence to established procedures.
- Strong attention to detail and demonstrated commitment to accuracy.
- Experience handling cash, balancing transactions or working in an environment where accuracy and accountability are critical.
- Strong customer-service and communication skills.
- Ability to handle confidential customer and business information appropriately.
- Ability to work independently while also functioning effectively as part of a team.
- Professional appearance and demeanor.
- Ability to learn and consistently follow detailed policies, procedures and regulatory requirements.

PREFERRED QUALIFICATIONS

- Previous banking or credit union experience preferred.
- Previous experience as a Teller Supervisor, Head Teller, Lead Teller or similar banking position preferred.
- Experience with teller balancing, vault/cash management and other branch operations preferred.
- Familiarity with banking regulations, including BSA/AML, OFAC, Reg CC and customer identification requirements preferred.
- Experience with buying and selling currency through the Federal Reserve preferred.

WHAT WE ARE LOOKING FOR

The successful candidate will be someone who:

- Takes ownership of their responsibilities and holds themselves and others accountable.
- Understands that accuracy is critical in banking.
- Is comfortable addressing errors and providing constructive coaching to staff.
- Can remain professional and composed when dealing with difficult customer situations.
- Follows established policies and procedures consistently.
- Demonstrates sound judgment and recognizes when a transaction or situation requires additional review.
- Is dependable, organized and able to manage multiple priorities.
- Leads by example and contributes to a positive team environment.

WORK SCHEDULE

The normal work schedule is **40 hours per week**. This position requires weekend availability, with current weekend hours as follows:

- **Friday:** Through 6:00 p.m.
- **Saturday:** 9:00 a.m. – 12:00 p.m.

Weekend hours are assigned on a rotating schedule with fellow teller staff. **When scheduled to work on Saturday, the employees' weekday hours will be adjusted accordingly so that the normal 40-hour workweek is maintained.** The work schedule may be adjusted based on the operational needs of the branch.

HOW TO APPLY

Please submit a résumé outlining your supervisory or leadership experience and any banking, financial-services, cash-handling, customer-service or operational experience to Jacque Walpole at jwalpole@southtrust.com. Jacque may be reached at 830-216-2216.

Qualified applicants will be contacted for an interview.

Disclaimer: *This job description is not an inclusive list of all duties and responsibilities of the position. Incumbents will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. SouthTrust Bank N.A. reserves the right to amend and change responsibilities to meet business and organizational needs.*

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship. SouthTrust Bank is an Equal Opportunity Employer. Member FDIC.