

Tellers

Description

We are Seeking to hire fresh graduates as highly motivated Bank Tellers.

Responsibilities

Cash Handling & Telling Functions

- Process deposits, withdrawals, transfers, and payments accurately and efficiently.
- Handle cash transactions, verify amounts, and ensure accurate record-keeping.
- Reconcile daily transactions and balance cash drawers at the end of day.
- Issue cheques, drafts, and other banking instruments.

Issue Resolution & Technical Support

- Identify counterfeit notes and report suspicious transactions in compliance with regulatory guidelines.
- Resolve customer complaints promptly, ensuring a positive experience.
- Investigate discrepancies, identify root causes, and implement solutions.
- Assist customers with online and mobile banking issues, troubleshooting as needed.

Request & Transaction Processing

- Facilitate account opening, loan applications, and card issuance.
- Assist with order placements, transaction tracking, and processing.

Customer Education & Cross-Selling

- Educate customers on product features and benefits.
- Promote additional banking products and services, such as loans, savings plans, and investment options.
- Recommend upgrades or complementary financial solutions to meet customer needs.

Records Management & Compliance

- Update and maintain accurate customer records in the banking database.
- Document customer interactions, feedback, and resolutions.
- Adhere to banking regulations, anti-money laundering (AML) policies, and data protection guidelines.

Collaboration & Performance Metrics

- Work closely with other departments to ensure smooth issue resolution.
- Meet service metrics such as response time, resolution rate, and customer satisfaction scores.
- Contribute to process improvement initiatives and provide customer

Hiring organization

Lington & Bernie Consulting Limited

Employment Type

Full-time

Date posted

September 17, 2025

Valid through

23.10.2025

feedback to enhance services.

Continuous Improvement & Customer Experience

- Stay updated on banking policies, industry trends, and new financial products.
- Strive to exceed customer expectations and build long-term relationships.
- Ensure an empathetic and customer-focused approach in all interactions.

Qualifications

HND,NCE,OND