

Job overview

Teller

What a teller does

Tellers are the first point of contact for our customers and their connection to many transactions that they can initiate while visiting the branch. They must be able to adapt to customer needs, complete service transactions, and refer customers to another branch employee for additional support when needed. They provide exceptional customer service while having conversations and building relationships. Our tellers communicate with all types of customers and work as part of a team to help customers succeed financially.

Some of the job responsibilities include providing primary customer care for customers at the teller line, processing transactions for customers, maintaining a cash drawer (including cash handling and balancing), and conducting basic services and account maintenance for customers.

How a teller helps customers succeed financially

Tellers play a key role in helping our customers achieve their financial goals by engaging in conversations, actively listening, and asking questions to understand their individual needs. They may introduce customers to the appropriate banker or internal partner to proactively help meet their financial needs and provide appointment setting options as appropriate.

As customers are empowered to use digital capabilities for more of their banking needs, tellers are able to focus on personalized customer conversations and provide service, advice, and guidance. The needs of our customers are continually changing, and tellers can help lead them on a path to success wherever they are in their financial journey.



Tellers at Wells Fargo:

- Put customers at the center of everything they do by providing primary customer care at the teller line.
- Demonstrate care and understanding by engaging customers in conversations, actively listening, asking questions, and leveraging available conversation starters as needed.
- Work as part of a team to help customers succeed financially.
- Introduce customers to the appropriate banker or internal partner to proactively help meet their financial needs and provide appointment setting options as appropriate.
- Maintain a cash drawer including cash handling and balancing.
- Conduct basic services and account maintenance for customers.
- Complete service requests and support the branch customer experience through lobby leadership.
- Serve as risk management leaders by understanding and managing risks in the business, adhering to policies, procedures and controls, and ensuring compliance with applicable laws, rules, and regulations.
- Promote mobile solutions to customers by explaining self-service mobile options and teaching them how to complete transactions on their own.

Relevant military experience is considered for veterans and transitioning service men and women.

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What you can expect from us

Our next big investment is in YOU.

At Wells Fargo, each person is valued for individual skills and talents, has the opportunity to fulfill personal ambitions, and contributes to the success of the company. That's why, in addition to ongoing coaching and career development, Wells Fargo provides all eligible employees with a comprehensive set of benefits designed to protect their physical and financial health and to help them make the most of their financial future.



About us

Wells Fargo & Company (NYSE: WFC) is a leading financial services company that has approximately \$1.9 trillion in assets and proudly serves one in three U.S. households and more than 10% of all middle market companies and small businesses in the U.S. We provide a diversified set of banking, investment and mortgage products and services, as well as consumer and commercial finance, through our four reportable operating segments: Consumer Banking and Lending, Commercial Banking, Corporate and Investment Banking, and Wealth and Investment Management. Wells Fargo ranked No. 30 on Fortune's 2020 rankings of America's largest corporations. In the communities we serve, the company focuses its social impact on building a sustainable, inclusive future for all by supporting housing affordability, small business growth, financial health and a low-carbon economy.

News, insights, and perspectives from Wells Fargo are also available at: Wells Fargo Stories. <https://stories.wf.com>. Additional information may be found at www.wellsfargo.com | Twitter: @WellsFargo.

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