



Teller Lead

Contact: PNC

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https://al-baldwin.countybuyselltrade.com/jobs/teller-lead_fairhope_79380

Address: 7405 W US Highway 50 Ste 117, Fairhope
Price: Check with seller

Details
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Position Overview
At PNC, our people are our greatest differentiator and competitive advantage in the markets we serve. We are all united in delivering the best experience for our customers. As a full-time Teller Lead within PNC's Retail Branch organization, you will coach Tellers on customer service skills and supervise conversations that enable referral opportunities for PNC products. You will also greet customers in the lobby, educate customers on new technology, supervise customer transactions, and assist with outbound calling initiatives. This position will be based in Fairhope, Alabama at the Fairhope Avenue retail banking branch. **Job Profile**
Coaches, mentors and leads tellers by example to deliver a unique customer experience aimed at improving customer financial wellbeing and creating loyalty while increasing share of wallet. Processes a variety of customer interactions. Educates customers on alternatives available for their financial interactions. Identifies banking opportunities during the customer interaction and refers as appropriate. Coaches, mentors and leads tellers by example in identifying opportunities through meaningful conversations with customers, making appropriate referrals to branch staff or PNC ecosystem partners. Coaches, mentors and leads tellers by example in performing lobby engagement activities to connect with customers and position PNC products to meet their needs. Educates customers on options for managing financial transactions by leveraging technology, tools and resources. Coaches, mentors and leads tellers by example with clear communication skills, transaction handling and problem resolution processes. Assists the Branch Manager in performance management and new hire selection processes. Coaches, mentors and leads tellers by example in adhering to all policies and procedures, demonstrating sound judgment within established limits. Ensures teller and branch daily operations and maintenance transactions are completed in an efficient and accurate manner. **Core Competencies**
Manages Risk - Basic Experience Assesses and effectively manages all of the risks associated with their business objectives and activities to ensure activities are in alignment with the bank's and unit's risk appetite and risk management framework. **Customer Focus** - Basic Experience Knowledge of the values and practices that align customer needs and satisfaction as primary considerations in all business decisions, and ability to leverage that information in creating customized customer solutions. **Job Specific Competencies**
Tech Savvy - Working Experience Advise, educate and engage clients on a variety of technological tools and resources allowing them to explore solutions to achieve their goals and financial well being. **Problem Solving** - Basic Experience Knowledge of approaches, tools, techniques for recommending, anticipating, and resolving operational, operational process, and business issues.



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