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## How to become a bank teller

By Lainie Petersen Updated March 31, 2018 While many people do most of their banking online, there's still a need for human tellers. These frontline banking workers assist customers with everyday financial management issues, such as cashing checks, exchanging currency or issuing money orders. While salaries for this position are often low, tellers may be able to move into supervisory or other banking positions, particularly if they earn a college degree. According to the U.S. Department of Labor's Bureau of Labor Statistics, tellers handle routine transactions at banks and credit unions. These transactions include: Accepting deposits and processing withdrawals Checking balances and answering customer questions Issuing cashier's checks and money orders Processing wire transfers and credit card cash advances Exchanging foreign currency According to the BLS, bank tellers usually hold a high school diploma or GED. Tellers usually receive on-the-job training. It should be noted, however, that tellers who wish to advance in a banking career may need to earn a degree. Loan officers, for example, typically hold a bachelor's degree. The median annual wage for bank tellers in May 2016 was \$27,260 or \$13.11 hourly. This means that 50 percent of tellers earned more than this amount and the other half made less. The top 10 percent of earners made more than \$37,760 annually, while the bottom 10 percent made less than \$20,810. Bank tellers usually work full time in banks and credit unions. Most work standard daytime business schedules, though some financial institutions are open for limited weekend or even early-evening hours. Banking institutions are typically well-lit, climate controlled and incorporate several security features, such as security guards, alarm systems and bullet-proof glass between tellers and the general public. According to a survey by PayScale.com, tellers can expect to earn more as they progress in their careers, although the increase may not be particularly large. Below is a table showing the correlation between years on the job and earnings: 0-5 years: \$24,000 5-10 years: \$26,000 10-20 years: \$28,000 20+ years: \$29,000 The BLS anticipates an 8 percent decline in employment for tellers between 2016 and 2026. This is due to the increased automation of banking activity: Consumers can complete many banking tasks online or via automated teller machines. Those who do find employment as tellers will be expected to handle complex customer service tasks that can't be managed via automated services. Tellers may not be high on the totem pole in the world of banking, but as frontline employees who present the organization's face to the majority of customers, not just anyone is cut out for the job. Banks look for certain qualities when hiring tellers, and not all them are centered around the ability to make correct change. There are a lot of skills that can be taught to new tellers, such as currency handling, software applications and even some math skills. A more elusive quality that's just as important but harder to teach is people skills. When customers experience poor customer service from tellers, that often translates to lost business for the financial institution. Banks look for tellers who display excellent interpersonal skills and easily put on a friendly face to the public. So much of banking is automated nowadays that it's easy to assume that tellers don't really need much in the way of math skills. However, providing the best service to customers often means being able to answer questions that require adding or subtracting on the fly, with the help of a calculator if you're lucky. Being stumped by a customer's question is not just embarrassing for you and your employer -- it makes customers wonder whether you're the best person to handle their money. Daydreamers and those with short attention spans beware -- banks require detail-oriented tellers who don't let the small stuff slip past. From verifying customers' identification before cashing checks to counting down the cash drawer at the end of the day, costly mistakes can result when tellers aren't focused on the task at hand. Direct-deposit and ATM machines may have cut down on the long lines at banks, but that doesn't mean tellers are working at a leisurely pace. Both customers and supervisors expect speedy service, which means that tellers must be able to keep transactions as quick and accurate as possible. An average hour on the job may see a teller being asked to man the phone, process a loan payment, make a savings withdrawal and a checking account deposit -- all in one customer's transaction. Tellers must have the ability to complete multiple tasks as part of one transaction while staying aware of their surroundings, and do it all while maintaining a friendly, helpful attitude. Banking and sensitive personal information are inseparable, and customers count on tellers to keep their information as safe and sound as their deposits. That's why banks look for tellers who understand the importance of discretion and confidentiality as it applies both to customer accounts and to the bank's business, as well. Tellers earned a median annual salary of \$27,260 in 2016, according to the U.S. Bureau of Labor Statistics. On the low end, tellers earned a 25th percentile salary of \$23,230, meaning 75 percent earned more than this amount. The 75th percentile salary is \$31,500, meaning 25 percent earn more. In 2016, 502,700 people were employed in the U.S. as tellers. By Tamara Runzel Updated March 30, 2018 A job as a bank teller is a great opportunity for someone who likes working with people and has a mind for math. Becoming a bank teller is relatively easy, and there are opportunities to advance as experience is gained. Bank tellers are the people responsible for processing routine account transactions at the bank. This may include cashing checks, depositing money, issuing withdrawals and collecting loan payments. In addition to these tasks, bank tellers also count the cash in their drawer at the beginning of their shift; answer routine questions from customers about their accounts either in the bank or on the phone; prepare specialized types of funds such as traveler's checks, savings bonds or money orders; exchange money for foreign currency; order bank cards; turn in damaged cash; record transactions electronically and count the cash in their drawer at the end of their shift. As tellers help customers with transactions, they must verify the customer's identity and make sure there are funds in the customer's account to cover transactions. Tellers answer questions about the bank's financial products and services, but then refer the customer to the appropriate bank personnel. Bank tellers must have excellent customer service skills and strong integrity, and be detail oriented and good at math. Tellers generally need a high school diploma or its equivalent. One can take college courses, but they're rarely required for the job. On-the-job training is required, which usually takes about one month. A head teller or other experienced teller conducts the training. The new hire will learn how to balance cash drawers and verify signatures, use the bank's computer software and learn more information about the financial products and services the bank offers. Tellers earn a median annual wage of \$27,260 according to the United States Department of Labor. This is less than the median for all occupations of \$37,040. The median wage means half the bank tellers make less than this amount and half make more. The majority of bank tellers work in commercial bank branches, with banks employing 88 percent of tellers. The remaining tellers work in activities related to credit intermediation and nondepository credit intermediation, which includes lending companies. Most tellers work full time, although a little over 30 percent work part time. As a teller gains experience, they may pursue the position of head teller. Head tellers carry out normal teller operations, but also perform duties such as setting work schedules or helping less experienced tellers. They also might deal with more challenging customer problems as a head teller. Experienced tellers can also move to other supervisory positions or other areas of the bank, such as loan officer or a sales position. With each of these moves comes the opportunity for a higher salary. If one chooses to remain a bank teller, here's a look at the average salary they might expect based on their years of experience. Less than 5 years: \$24,000 5 to 10 years: \$26,000 10 to 20 years: \$28,000 More than 20 years: \$28,000 Job growth for bank tellers is projected to decline by 8 percent. This is compared to an average growth trend of 7 percent for all other occupations. Previously, job growth for tellers was fueled by the expansion of bank branches, but this expansion has slowed due to advances in technology. Online and mobile banking allow many customers to handle banking tasks without ever entering the bank or dealing with a teller. Other advances in banking technology, such as video kiosks and enhanced ATMs, are also expected to reduce the number of tellers needed at banks. Job openings will mostly occur because of the need to replace workers who leave. Photo Courtesy: @WesBanco/Twitter WesBanco is more than just another big bank. A regional financial institution with a national reputation for safety and profitability, WesBanco boasts a rich history of community support along with a reputation for personalized service, innovative technology and other qualities that customers, investors and employees value. Learn more about what sets this 150-year-old bank apart from its competition. Founded and headquartered in Wheeling, West Virginia, in 1870, WesBanco has long been committed to the community it calls home. It still operates under the same charter that was originally issued to "The German Bank," WesBanco's original name, when it opened its doors. Through the years, the bank has merged with other regional banks, strengthening its ability to take an active role in bolstering the region. Despite growing to more than 200 financial centers spread across multiple states, WesBanco remains dedicated to its customers and the communities it serves. Photo Courtesy: Jeffrey D. Walters/Getty Images Case in point: Its affiliate, WesBanco Bank Community Development Corporation, notably backs and serves as a resource for urban and rural areas alike. During the COVID-19 pandemic, the bank pledged grants totaling \$350,000 to help support health clinics, food banks, shelters and other nonprofits located in its communities. For more than a decade, Forbes magazine has published an annual ranking of the 100 best banks in the United States. To come up with the list, data from S&P Global Market Intelligence is combined with a variety of metrics, including return on average assets, efficiency ratio and net charge-offs as a percentage of total loans, among others. Photo Courtesy: Westend61/Getty Images WesBanco has made the list every year and, in 2020, made its debut in the top 10. As WesBanco President and CEO Todd F. Clossin noted in the 2020 press release, "This annual recognition is a testament to the hard work and dedication of all our employees, our strong legacy of credit and risk management, and strategic focus to create a premier financial institution for our customers and shareholders." That commitment and continual drive to achieve satisfaction is an integral part of what sets WesBanco apart from others in the industry. Do you want a financial institution that can handle everything from checking accounts and credit cards to mortgages and investments? WesBanco offers a robust lineup of services, including investing via WesBanco Securities, which combines new technologies with personalized service to deliver financial consulting, retirement planning, brokerage services and more. Photo Courtesy: Maskot/Getty Images Although investors are still liable for natural fluctuations and losses due to market conditions, securities of up to \$500,000 are backed by the Securities Investment Protection Corporation against physical loss if the brokerage firm itself goes bankrupt. Products and services include college funding plans, business retirement plans and personal retirement planning. WesBanco Securities also offers investment products like municipal bonds, equities, money market funds and mutual funds. Plenty of banks offer mortgages, but fewer offer the variety and unique nature of the loan types available to WesBanco customers -- the bank strives to go beyond conventional loans to fit the needs of its customers. For example, in addition to offering Federal Housing Administration (FHA) and U.S. Department of Veterans Affairs (VA) loans, the State Bond Program helps low- and moderate-income customers become first-time home buyers. The special Professional's Mortgage Loan Program allows attorneys, dentists, doctors and similar professionals to forego private mortgage insurance and keep down payments to as little as 10%. Photo Courtesy: Thomas Jackson/Getty Images Government-insured U.S. Department of Agriculture (USDA) Rural Development Loans, which are open for buyers looking to get property in rural areas and small communities outside of cities, don't require down payments and boast added flexibility for people with lower credit scores. The Physician Mortgage Loan, which provides as much as 95% financing and doesn't require private mortgage insurance, is specifically designed to encourage doctors to establish homes in their communities. Offering tailored financial products in this manner is part of WesBanco's commitment to personalized support and one of the features that truly sets it apart. Photo Courtesy: S3studio/Getty Images Mobile banking makes conducting transactions convenient even while on the go. As long as you have a smartphone, it's possible to access mobile banking services anywhere in the world -- if you have the right bank and app. If you're looking for a convenient way to avoid the constraints of banking hours, these are the best banks for making business and personal banking easy. Barclays can trace its roots to a banking operation run by English goldsmiths in 1690. Today, however, it offers comprehensive mobile banking services, including check scanning, 24-hour customer service, solid interest on checking and savings accounts, personal loans and more. The only downside is that you'll need to take a trip across the Atlantic for a brick-and-mortar location. For mobile users, however, that simply isn't necessary. Photo Courtesy: Oli Scarff/Getty Images Chime is a completely web-based banking service that comes with no maintenance fees, instant paycheck collection and no overdraft fees up to \$100. Whenever you make a purchase with a Chime debit card, it's rounded up to the nearest dollar, with the difference being added to your savings accounts. So how does Chime stay in business? Interest rates on checking and savings accounts are low, but Chime makes its profits off the interchange fees merchants normally pay whenever a customer uses a credit or debit card. The only downside is that Chime doesn't offer lending services. Photo Courtesy: S3studio/Getty Images Regions Bank is a member of the S&P 500 Index with locations across the South, Midwest and Texas. However, its online banking services make it an appealing choice anywhere in the country. You can use your mobile banking account to deposit checks, complete mobile payments, manage alerts, pay bills, send money using Zelle and transfer money. Consumers can also conduct money transfers, check transactions and balances, activate rewards and load funds onto cards. Additionally, Regions LockIt lets you set restrictions on when, where and for what your debits cards and more can be used for. Photo Courtesy: Xnatodawgx/Wikimedia Commons Banco Bilbao Vizcaya Argentaria (BBVA) is an international bank based in Spain with branches across the Americas and elsewhere. While it only has a physical presence in a limited range of states -- Alabama, Arizona, California, Colorado, Florida, New Mexico and Texas -- its online services are available throughout the country. By using the bank's mobile app, you can scan checks to make deposits anywhere in the world. BBVA also offers a range of checking and savings accounts as well as benefits for students, members of the military and select professions. Photo Courtesy: Bloomberg/Getty Images While the State Bank of India (SBI) isn't based in the United States, it does provide reliable online personal banking throughout the world. The OnlineSBI banking portal makes payments, transfers and e-deposits easy, and users can also access Western Union's money transfer services in India. There are limited brick-and-mortar locations in the United States, although many services can be accessed remotely. Photo Courtesy: John Keeble/Getty Images While the Standard Bank of South Africa Limited isn't headquartered in the United States, it does provide services there, as well as Brazil, the United Kingdom and a number of other countries. It allows users to link and use their accounts across multiple devices. They can also make international payments, manage transfers, check account balances and much more. International accounts can be created with up to four kinds of currency. Photo Courtesy: Gallo Images/Getty Images First founded in Colorado, FirstBank has expanded into Arizona and California. However, it also offers online banking services for people anywhere in the country. Consumers can view image records of any paper transaction, manage funds, view statements and customize texts alerts. It's also possible to integrate this mobile banking service with QuickBooks and Quicken. Photo Courtesy: Michael Barera/Wikimedia If you're looking for a company with a familiar name and based out of the United States for your mobile banking needs, Capital One might be the right choice for you. The company's mobile app offers the usual range of banking transactions with reliable security, and the company's larger size means that it can also provide you with other services, such as credit cards. Photo Courtesy: Johannes Eisele/Getty Images Branch Banking and Trust Company (BB&T) previously offered its U by BB&T online platform as a convenient way to conduct mobile banking. On top of the usual range of banking options, users could also watch tutorial videos on special features, categorize transactions and set savings and spending goals. BB&T eventually merged with Atlanta-based Suntrust Banks to form the Trust Financial Corporation, but that's no problem for members of either bank -- both one can use the other's ATMs for free, and most services remain unchanged. Photo Courtesy: Bloomberg/Getty Images Like Chime, Radius Bank is a completely online bank. With above-average interest rates for checking and savings accounts, low maintenance fees and one percent cash-back whenever you use your Radius debit card, it offers plenty of incentives to leave brick-and-mortar banks behind for good. It's particularly good for ATM users; not only are in-network ATMs from NYCE, SUM, and other companies free, but you can also get a full rebate whenever another ATM does charge a fee. Photo Courtesy: SOPA Images/Getty Images U.S. Bank is another major industry name. First established in 1863 in Cincinnati, several predecessor banks merged together to eventually form what is now the fifth-largest bank in the nation. In addition to managing transactions, the U.S. Bank app also makes it possible to view detailed transaction histories for the past five years, while e-statements go as far back as seven. Photo Courtesy: Smith Collection/Gado/Getty Images





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