

ABA eLearning

FOR BANK TELLERS

Bank tellers perform a wide range of deposit and loan account transactions. In addition to performing routine and complex teller functions, they also need to demonstrate a working **knowledge of the features and benefits of bank products and services**. Tellers are called upon to **make referrals** to other bank specialists including lending, investments and brokerage services, and trust. Tellers must **comply with current laws and regulations** that govern retail deposit and loan accounts. **Customer service**, with the bank's customers, as well as co-workers, is also critical to the success of the teller position.

ABA eLearning offers a convenient and cost-effective way to on-board new tellers and to cross train tellers to make more and better referrals and to perform more effectively in the workplace. Our self-paced online courses cover the skills needed to be a successful teller and also help you develop this key position in the bank by providing a career path which can include the AIB Bank Teller Certificate.

Core Knowledge

- Banking Today
- Today's Teller
 - *The Role of the Tellers*
 - *Handling Checks*
 - *Processing Transactions*
 - *Cash Handling*
 - *Cash Balancing*
 - *Bank Services*
 - *Robbery and Bank Security*
 - *Providing Quality Customer Service*
- Understanding Bank Products

Sales and Customer Service

- Cross-Selling Deposit Products
- Effective Referrals
- Introduction to IRAs
- Introduction to Relationship Selling
- Referring Insurance & Annuities
- Referring Mutual Funds & Services
- Referring Trust Customers
- Revitalizing Customer Service

Workplace Fundamentals

- Business Etiquette
- Dealing Effectively with Co-Workers
- Ethical Issues for Bankers
- Managing Time at Work
- Robbery and Bank Security
- Sexual Harrassment in the Workplace
- Telephone Etiquette

Regulatory Compliance for Bank Tellers

- Americans with Disabilities Act (ADA)
- Bank Secrecy Act (BSA)
- Community Reinvestment Act (CRA)
- Electronic Funds Transfer Act, Regulation E
- Expedited Funds Availability Act, Regulation CC
- Office of Foreign Asset Control (OFAC)
- Privacy for Customer Contact Personnel
- Reserve Requirements of Depository Institutions, Regulation D

Certificate

- AIB Bank Teller Certificate Curriculum