

U.S. Department of Labor Employment and Training Administration Office of Apprenticeship Training, Employer and Labor Services (OATELS) Washington, D.C. 20210	<u>Distribution:</u>  A-541 National Office A-546 All Field Tech A-547 SD+RD+SAC+; Lab.Com	<u>Subject:</u> New Apprenticeable Occupation – Teller (Financial)  <u>Code:</u> 200
Symbols: DSNIP:FJH		Action: Immediate

**PURPOSE:** To inform the Office of Apprenticeship Training, Employer and Labor Services (OATELS), Bureau of Apprenticeship and Training (BAT) Staff of a new apprenticeable occupation:

Teller (Financial)  
RAIS Code: 1055  
O\*NET Code: 43-3071.00  
Training Term: 2,000 hours  
Type of Training: Time - based

**BACKGROUND:** State Director Louis Nagel on behalf of the Valley State Bank, initiated this apprenticeability request for this occupation.

The Teller is responsible for providing financial services such as deposits and cash transactions, explain, promote, and sell products or services such as official instruments including personal money orders, savings bonds, and travelers checks. The Teller will also handle cash advances; take customers payments including loan payments, credit card payments and utility payments; they may open new accounts, responsible for maintaining security over their cash drawer and teller area, maintaining cash limits and guidelines set forth by the financial institution. They are also responsible for balancing each transaction as it is handled to prevent overages/shortages at the end of each day, responsible for remaining current with Federal and State regulatory changes and updates.

Tellers will be added to the list of occupations recognized as apprenticeable by OATELS when the list is reissued.

A suggested work process schedule and related instruction outline are attached for your review.

**ACTION:** BAT staff should review and retain a copy of this bulletin, including all attachments, as a source for developing apprenticeship standards and/or providing technical assistance.

Attachments

**WORK PROCESS SCHEDULE  
TELLER (Financial)**

O\*NET/SOC CODE: 43.3071.00 RAIS CODE: 1055

**DESCRIPTION:** The Teller is responsible for providing financial services such as deposits and cash transactions, explain, promote, and sell products or services such as official instruments including personal money orders, savings bonds, and travelers checks. The Teller will also handle cash advances; take customers payments including loan payments, credit card payments and utility payments; they may open new accounts, responsible for maintaining security over their cash drawer and teller area, maintaining cash limits and guidelines set forth by the financial institution. They are also responsible for balancing each transaction as it is handled to prevent overages/shortages at the end of each day, responsible for remaining current with Federal and State regulatory changes and updates.

<b><u>WORK PROCESSES</u></b>	<b><u>REQUIRED HOURS</u></b>
A. <u>Deposits</u> 1. Verify and certify customer deposits 2. Place holds on checks, if necessary under Regulations 3. Learn endorsement standards 4. Operate Calculator, Check Protector	300
B. <u>Cash Transactions</u> 1. Cash withdrawals from savings – verify proper identification and verify funds are available 2. Change orders-prepare money 3. Cash advances-acquire proper identification from customer and acquire authorization from credit card company 4. Cashed checks-verify proper identification and ascertain possibility of check being returned, get proper identification from supervisor 5. Operate Calculator, Check Protector, computer, and Photocopier	300
C. <u>Negotiable Instruments</u> Make sure funds are collected or available: 1. Personal money orders 2. Bank money orders 3. Cashier checks 4. Travelers Check 5. Operate Calculator, Check Protector, Computer, Typewriter	300
D. <u>Balancing</u> 1. Verifying that debits match credits (vice versa) for each transaction 2. Reconciling system totals to cash totals 3. Count cash drawer	300

E. <u>Security</u> 1. Maintain clean and organized area 2. Bait money, dye pack, or other security devices 3. Knowledge of alarm system 4. Robbery procedures 5. Fraud-be aware of check kiting processes and check fraud (also includes internal fraud) 6. Operate Calculator, Check Protector, Computer, Typewriter	100
F. <u>Training/Continuing Education</u> 1. Initial two weeks of training unless previous experience is acceptable 2. Regular monthly meeting 3. Bank Secrecy Act training annually 4. Security training 5. Operate Check Protector, Computer	500
G. <u>Customer Service</u> 1. Cross selling 2. Operate Calculator, Check Protector, Computer, Typewriter 3. Customer service, work ethics, etc.	200
<b>TOTAL</b>	<b>2000 Hrs</b>

### RELATED TRADE INSTRUCTION

<b>First Year Apprentice</b>	<u>REQUIRED HOURS</u>
<b>150 Total Hours</b>	
Today's Teller-Developing Basic Skills Operation of this equipment is also included in this block of training	30
Calculator, Check Protector, Computer, Typewrite	45
Today's Teller-Developing Advanced Skills	30
Business/Work Ethics	45
<b>TOTAL</b>	<b>150</b>