

# Tellers

SOC: 43-3071 • Career Profile Report

## ■ Key Facts

**\$39,340**

Median Salary

**44,900**

Employment

**-13.0%**

Growth Rate

## ■ Requirements & Salary Range

**Education:** High school diploma

## ■ Automation Risk Assessment

**Medium Risk** - 50.0% probability of being automated in the next 10-20 years.

This job has some routine elements but still requires human judgment and interaction.

## ■■ Work-Life Balance

**8.8/10** - Excellent work-life balance

## ■ Personality Fit (RIASEC)

Higher scores indicate better personality fit for this career type.

Realistic	4.8/10	Investigative	5.4/10
Artistic	4.0/10	Social	6.2/10
Enterprising	5.4/10	Conventional	9.2/10

## ■ Top Skills Required

Communication skills, Customer-service skills, Detail oriented, Integrity, Interpersonal skills, Math skills

### ✓ Strengths

- High Demand
- Flexible Work
- Continuous Learning

### ■ Challenges

- Burnout Risk
- Rapid Technological Change

## ■ What They Do

Tellers are frontline financial service professionals who handle **routine customer transactions and provide basic banking support** within financial institutions. They serve as the primary point of contact for customers, processing deposits, withdrawals, payments, and account inquiries while maintaining accuracy, security, and confidentiality. Their role is essential to daily banking operations and customer trust.

This career is well suited for individuals who enjoy customer interaction, working with numbers, and operating in structured, detail-oriented environments.

## What Do Tellers Do?

Tellers perform transactional and service duties that support customers and banking operations. Their responsibilities focus on accuracy, security, and customer service.

Common responsibilities include:

- Processing deposits, withdrawals, transfers, and payments
- Handling cash, checks, and electronic transactions
- Verifying customer identification and account information
- Balancing cash drawers and reconciling transactions
- Responding to customer questions about accounts and services
- Promoting basic bank products and services when appropriate
- Following security procedures and fraud-prevention protocols

## Types of Tellers

Tellers may work in different financial service settings:

- Bank Tellers: Provide services at branch locations.
- Credit Union Tellers: Support member-focused financial institutions.
- Commercial Banking Tellers: Handle higher-volume business transactions.
- Virtual or Remote Tellers: Assist customers through digital or video platforms.
- Lead Tellers: Support branch operations and mentor junior tellers.

## Skills and Abilities Needed

Tellers combine numerical accuracy with customer service skills.

### **Core Professional Skills**

### **Personal Qualities That Matter**

## Education and Training Pathway

Most tellers enter the field with basic education and receive on-the-job training:

- High School Diploma or Equivalent: Minimum requirement
- On-the-Job Training: Learning bank systems, policies, and procedures
- Cash Handling and Security Training: Required for fraud prevention
- Customer Service Training: Focused on communication and professionalism
- Advancement Opportunities: Pathways to personal banker or financial services roles

## Where Do Tellers Work?

Tellers are employed across financial service institutions:

- Banks and Credit Unions
- Savings and Loan Institutions

- Financial Service Branch Offices
- Retail Banking Centers

Work schedules often include regular business hours, with some evening or weekend shifts.

## How Much Do Tellers Earn?

Earnings vary by institution, experience, and location:

- Entry-Level Tellers: Typically earn hourly wages in customer service roles
- Experienced or Lead Tellers: May earn higher pay with added responsibility
- Tellers Advancing to Banking Roles: Often increase earnings by moving into personal banking or sales positions

Compensation often includes benefits such as health insurance and paid time off.

## Is This Career Difficult?

The role is not technically complex but demands precision and consistency. Handling cash and sensitive financial information requires focus, honesty, and adherence to procedures. The challenge lies in maintaining accuracy while providing friendly service in busy branch environments.

## Who Should Consider Becoming a Teller?

This career may be a strong fit if you:

- Enjoy working with people and numbers
- Are detail-oriented and trustworthy
- Like structured, routine tasks
- Want entry-level access to the financial services industry
- Prefer stable, customer-facing work environments

## How to Prepare Early

- Practice basic math and cash-handling skills
- Develop strong customer service and communication abilities
- Learn basic computer and data entry skills
- Build habits of accuracy and accountability
- Explore part-time roles in retail or customer service

**Tellers are the face of everyday banking, ensuring transactions are handled accurately and securely while building trust through reliable, customer-focused service.**