



Bank Worker

ANZSCO 552111

Description
Receives deposits and pays out money in a financial or commercial institution, keeps records of transactions, issues receipts and cashes cheques.
Typical work tasks (may include any combination of the following)
Greets customers, identifies their needs and answers customer inquiries; ensures customers' forms are filled in correctly and checks customers' identification; accepts cash and cheques deposited by customers, verifies records and receipts, and credits customers' accounts; pays money to customers according to advice slips, cheques and negotiable documents, and debits customers' accounts; provides change, cashes cheques and records transactions; opens and closes accounts for customers; balances cash and advises supervisors of cash position and discrepancies; explains and promotes bank services to customers and refers them to appropriate financial services.
Typical work environment
<ul style="list-style-type: none">• Works indoors in banking environments or facilities where significant amounts of cash are taken and paid out over the counter.• Works at counters and deals directly with the public.• Frequently works in adequately heated and ventilated spaces.
Typical physical and mental demands
<ul style="list-style-type: none">• Sedentary• Staff frequently sit or stand at an office desk or bank counter and carry out a variety of manual and electronic cash transactions, including transfers, cheque and credit card payment processing.• Occasionally walking about the office or bank is necessary.• More than light lifting is unlikely to be required.• Bending, squatting or crouching is not a significant feature of the job.• Stretching, twisting, climbing is not a significant component of the job.• Frequent to constant repetitive hand and finger movements are necessary for operating keyboards, calculators and other adding machines.• Use of hand-held objects such as pens, calculators and staplers will be occasional. There will be a need to operate adding machines and other office equipment and staff will refill paper rolls and ink supplies as necessary.• Mental skills necessary include mathematical, keyboarding and communication skills.
Further comments
There are opportunities for flexibility of movement but they are limited.
Key entry requirements (skill level, qualifications, licenses)
An NZQF Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 3). In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

This document is based on ANZSCO 2013. Other sources of information that may have been consulted are industry contacts, employers, newspapers and internet-based sources. For physical demand level definitions see Matheson, L.N. (2003). Functional Capacity Evaluation.