

# Teller 7.0

## Assessment Fact Sheet

### Overview

Teller positions are integral to financial institutions as they conduct numerous banking transactions each day, as well as being the face of the bank to its customers. The Teller Solution contains scales that measure a person's ability to handle money, prevent transactional errors, promote quality customer service, and generate sales or referrals appropriately.

Job Level	Entry Level
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Job Family/Title	Banking
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### Details

Average Testing Time (minutes)	35 minutes
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Maximum Number of Questions	251 questions (74 items on average)
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Number of Sitzings	One
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Designed for Unproctored Environment	Yes
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Question Format	Simulation, Multiple Choice
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### Knowledge, Skills, Abilities and Competencies Measured

**Achievement:** This component measures the tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles. This trait is characterized by: working hard; taking satisfaction and pride in producing high quality work; and being competitive.

**Handling Money:** This component measures the ability to quickly and accurately perform basic monetary computations to complete customer transactions. This component is characterized by being able to quickly identify and sum the value of various denominations of US bills and coins.

**Responsibility:** This trait is a measure of a person's responsibility for their own actions and a commitment to performing assigned tasks. This trait is characterized by: reliability; proactive involvement in work; and a dedication to complete even the most mundane tasks.

**Service Professionalism:** This is a measure of the tendency to have potential for professional success across industry type and functional area. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

**Teller Sales and Service:** This measures the extent to which the candidate provides exceptional customer service while seeking out sales opportunities. This is characterized by explaining, promoting, and selling banking services, providing service on a number of routine transactions while cross-selling products, using information about the member to tailor recommendations and make referrals to appropriate internal representatives, and projecting a professional and positive image of the bank to the customer.