

Making the Workstation Fit to Tellers

A bank teller can work in a variety of locations throughout a financial institution. They may be working at a traditional teller station where customers/members complete transactions through a window at a standing counter. They may be at a drive up window service area that has a computer terminal and sometimes a drawer and/or air delivery tubes. Both of these areas present potential risk of cumulative trauma injuries if improperly setup or a teller uses poor work habits.

STANDING TELLER STATION

Risk Factors may include but are not limited to:

- Computer screen too high or low for the teller's height.
- Awkward or extended reach to the mouse and keyboard.
- Extend reach to documentation materials.
- Phone cradling.
- Extended reach to the customer/member for transactions.

Recommendations for a proper teller station:

- If the teller has good vision or looks through the mid lens (of their eyeglasses) the top of the screen should be at the same level as the teller's neutral standing eye height.
- The home row of the keyboard and mouse should be at the teller's standing neutral elbow height.
- All paper work and accessory reaches should be within 16 inches of the teller.
- Limit extended static reaching to the customer/member. A teller should count money in front of themselves in clear view for the customer and when completed slide to the customer.

DRIVE UP WINDOW

Risk factors at the window include but are not limited to:

- All the same risks as above for the standard teller work station.
- Extended reach to the transaction tubes.
- Extended reach into the drawer.
- Cooler work space in the winter.

Recommendations for a proper teller station:

- Same recommendations as above.
- Consider secondary heating this area to compensate for the loss of heat through the drawer. Dress warmer on days at the window. Bring a sweater.
- Minimize extended reaches to the tube. Avoid sitting when working with a customer/member. There is less reaching when standing.

GENERAL CONSIDERATION

- Consider standardizing your personal heel height. Wearing different height heels will change your work station setup.
- A lower heel with a larger sole creates a better more stable weight bearing surface as compared to a higher smaller heel. A larger weight bearing surface for the foot is more comfortable throughout the day.
- Winter is coming be careful walking to the building in the morning and to your car at the end of the day can be slippery. The combination of a warm shoe and cold ice make for a very slippery combination. Consider ice creepers or winter boot with traction for the walk to and from the building.
- Sitting is OK, but it does create 50% more force on the back as compared to standing. Break up sitting and standing throughout the day.
- Carts for coins. Avoid lifting large amounts of coins whenever possible.