

# Essential Skills Summary – BANK SUPERVISOR (BANK SHIFT MANAGER)

The most important Essential Skills for Bank Supervisors are:  
**Oral Communication, Numeracy, Document Use, Thinking Skills**

Bank Supervisors oversee the transactions of cashiers and senior cashiers in the Bank area.

Typical Level & Most Complex	How Bank Supervisors use Essential Skills
<b>A. READING TEXT</b>	
1-2	Bank Supervisors read memos and e-mails and transmit contents to staff, read casino and bank procedures manuals and stay updated. They consult manuals on the use of the machines used in the bank area, review logs, and consult employee records.
<b>B. USE OF DOCUMENTS</b>	
1-2	Bank Supervisors maintain individual employee logs, fill out claims, writes cheques documents, verify and forward records produced by, logs events, and adjusts schedules. They keep an inventory and order supplies.
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<b>C. WRITING</b>	
1-3	Bank Supervisors write memos to managers and to other departments. They track and record money assigned to staff, write up Large Cash Transaction (LCT) and Suspicious Cash Transaction (SCT) forms, log events; write and review discrepancy reports, employee evaluations. They may write revisions for the department's procedures manuals
4	
<b>D. NUMERACY</b>	
1-2	Bank Supervisors review, verify all transactions in the Bank area; observe the proper handling of cash and chips; provide exchange rate, track errors and variance. Large volumes of cash must be handled with speed and accuracy.
4	
<b>E. ORAL COMMUNICATION</b>	
1-3	Bank Supervisors interact with Finance department for clarification and information, coach, inform and supervise the cashiers, make calls to other departments; model a courteous and respectful workplace environment, deal with customers' complaints. Attend daily meetings, access information from many sources.
<b>F. THINKING SKILLS</b>	
1-3	Bank Supervisors collaborate with all departments to track errors or find documents; resolve conflicts and deploy staff. They decide how disputed payouts will be made. They troubleshoot machines and computerized systems.
<b>G. WORKING WITH OTHERS</b>	
1-3	Bank staff works long shifts side by side in a fast-paced environment. Supervisors make everything run smoothly. They model a co-operative, respectful work environment.
<b>H. COMPUTER USE</b>	
3	Bank Supervisors use basic office programs with confidence and frequency. They monitor the input of large amounts of data and are adept at tracking any variance in printouts. They adapt templates in Word and adjust formulas and forms in Excel to their own use. In some cases they feel confident to troubleshoot on their own.
<b>I. CONTINUOUS LEARNING</b>	
	Bank Supervisors bring previous experience, learn from co-workers and from on the job training.
<b>J. OTHER INFORMATION</b>	
	Bank Supervisors are on their feet a lot, twisting, turning and lifting. They need to be very observant. They strive for a respectful workplace.