



Straight Talk. Fair Deals.

Position Title: Branch Manager
Reports To: Regional Branch Manager
Department: Retail Banking
Supervises: Personal Bankers
FLSA Status: Non-Exempt
Grade Level: 24

Position Summary:

The Branch Manager is responsible for the efficient and effective operation of the branch; performing customer service duties; participating with the Regional Branch Manager and VP, Retail Customer Relations in establishing specific goals for the branch; ensuring compliance with all operating policies and procedures; directly supervising assigned personnel; communicating with appropriate personnel and providing periodic reports. The Branch Manager will originate and service consumer loan applications as necessary adhering to established loan policy. This position requires National Mortgage Licensing System (NMLS) registration under the terms of the S.A.F.E. Act of 2008 and Regulation Z. You will be subject to the required registration process, which includes a criminal background and credit check.

Duties and Responsibilities:

- Provides professional, eager, courteous and efficient service to all customers.
- Promotes and executes a sales culture and builds relationships with new and existing customers by identifying their needs and determining the appropriate products or services.
- Provides effective human relations management, including recruiting, hiring, salary administration, performance evaluations, disciplinary action, coaching, etc.
- Provides leadership to a team of subordinates, including motivation and employee development.
- Provides guidance and training to new employees to ensure their training is adequate and complete.
- Schedules Personal Banker work hours and assigns specific job duties; monitors performance.
- Maintains cash drawer, processes customer transactions and opens accounts in a timely and accurate manner and in accordance with bank policies and procedures.
- Originates and services consumer loans within prescribed lending authority.
- Responsible for deposit and loan goals within a branch.
- Maintains currency and coin supplies as prescribed by bank policy and assists in managing the branch cash limits.
- Researches balancing discrepancies; assists Personal Bankers with balancing problems and ticket errors.
- Advises and assists Personal Bankers with more complex teller transactions and customer service problems including check cashing authorizations and exceptions.

- Investigate and handle customer complaints.
- Prepares Currency Transaction Reports and other reports required by law or regulation and ensures compliance with all regulatory requirements, bank policy and procedures.
- Maintains and ensures adherence to safety and security issues, policies and procedures.
- Insures that branch building and grounds are maintained properly.
- Attends various functions/networking opportunities to enhance the image and presence of the bank in the market as required.
- Assumes additional responsibilities as assigned.

Education and Experience:

- Associate's degree or equivalent work experience or
- 5 plus years of experience and/or training; preferred emphasis in Business, Banking, Sales or other related area.

Skills and Abilities:

- Demonstrated knowledge of branch operations and sales and customer service.
- Knowledge of bank products and services.
- Strong supervisory and coaching skills.
- Strong and effective communication skills, both oral and written.
- Excellent relationship and customer service skills.
- Proven analytic and critical thinking skills.
- Demonstrated proven and effective management skills.
- Excellent organizational skills and attention to detail.
- Proficient computer skills.
- Ability to handle multiple projects and meet deadlines.

Working Conditions:

- General office environment
- Physical surroundings are generally pleasant and comfortable
- Moderate lifting (to 35 lbs.) required. Moderate reaching, walking, sitting and standing required.

<p>External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on an individual basis.</p>
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