

## Job Description

**Job Title:** Branch Manager

**Summary:**

The Branch Manager has overall responsibility for retail and deposit operations of the branch. The manager is responsible for customer service and works closely with other department managers and teams to implement bank wide strategies and programs that will maintain and improve the customer experience.

**Wage Type:** Salaried Exempt

**Essential Duties & Responsibilities:**

To perform this job successfully, an individual must be able to perform each of the essential duties satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Schedules branch staff, ensuring that the branch is open for business, is providing superior customer service, and operational functions are completed correctly and on time.
- Provides assistance troubleshooting and problem solving with the team and other departments to resolve any service-related issues.
- Provides procedural advice to associates working in the branch and input to their manager and other departments to ensure consistent, efficient, and effective operations in the branches.
- Works cross functionally (with lending, loan operations, deposit operations, etc.) to develop customer relationships and ensure smooth operations in branch.
- Manage individual and team performance with ongoing coaching conversations, regular recurring 1 on 1s, and branch communications.
- Develops the themselves and the team to ensure associates are cross trained and have a complete understanding of the bank's products and services.
- Oversee facility condition and physical security monitoring.
- Resolves escalated customer issues and ensures staff adheres to policy & procedures.
- Supervises branch employees.
- Make recommendations for training needs, assignments, and promotions of the branch personnel
- Carries out responsibilities with professionalism, respect for others, in accordance with the organization's policies and applicable laws
- Assigned projects and other duties as needed.

**Key Deliverables:**

- Employee Engagement
- Customer Satisfaction
- 100% Compliance
- Procedural effectiveness, efficiency, and control.

**Organizational Structure:**

Reports to: SVP Banking Operations

Supervises: Universal Tellers and/or Account CSRs

**Qualifications:**

**Required Knowledge/Skills:**

- Bachelor's Degree in Business or Related Field
- Demonstrated knowledge of Teller functions, New Accounts procedures, ATM processes, Online Banking, and other activities.
- Ability to travel to other branch locations when needed
- Can quickly read, analyze, and apply procedural documents and guidelines.

Desired Knowledge/Skills:

- 3 years management/supervisory experience
- 3+ years in branch services or banking operations.
- Mastery of procedures for branch balancing, check acceptance, branch opening and closing, while maintaining efficient use of cash and branch assets
- Must be able to respond to common inquiries from regulatory agencies, courts, and outside consultants
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Talents:

- Business & People Acumen: The position requires the ability to establish positive working relationships with internal peers and team members to get cooperation necessary to achieve goals.
- Customer Focus
- Focus on Work Processes - Able to plan and direct the work of the team to ensure things get done and there is a focus on continuous improvement.
- Growth-oriented leadership

Other:

- Corrected vision.
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Must be able to lift to 20 pounds.