



## Assistant Branch Manager

<b>TITLE:</b> Assistant Branch Manager	<b>REPORTS TO:</b> Branch Manager
<b>DEPARTMENT:</b> Retail / Branch Operations	<b>FSLA:</b> Non-Exempt
<p><b>JOB SUMMARY:</b> The Assistant Branch Manager is responsible for the administration and efficient daily operation of a full-service branch office, including branch operations, product sales, customer service, and security and safety in accordance with the Bank's objectives under the direction of the Branch Manager. The ABM also motivates staff to provide excellent customer service through leading by example and training. Proactively leads, manages, motivates and coaches staff to exceed customer expectations, respond to customer issues and achieves individual and branch goals. The Assistant Branch Manager is responsible for managing Operational Standards including but not limited to cash vault, ATM, end of day settlement, end of month audits, retention and related reports to ensure the integrity of Branch.</p>	
<p><b>EXAMPLES OF KEY DUTIES:</b> (Duties are illustrative and not inclusive and may vary with individual assignment.)</p> <ul style="list-style-type: none"><li>➤ Responsible for all Branch operations in the absence of the Branch Manager.</li><li>➤ Provides exceptional Customer service.</li><li>➤ Provides supervision/coaching/mentoring of teller branch to positively reinforce behavior.</li><li>➤ Able to move between platform and teller line, prioritizing the needs of both effectively.</li><li>➤ Responsible for opening customer accounts (e.g., checking and savings accounts, IRAs, and trust accounts)</li><li>➤ Manage branch cash levels; ship and order cash as necessary.</li><li>➤ Provides oversight to retail operations, including supervision of staff and performance of operational duties.</li><li>➤ Approves financial transactions using sound judgment to minimize risk and potential losses from fraud and other decision that could impact the branch.</li><li>➤ Ensures that all security and audit procedures are followed to minimize potential risk to the bank.</li><li>➤ Reviews assigned reports and assists with reviewing Branch Manager reports as needed.</li><li>➤ Manages Teller Over/Short Report and cash limits in accordance with Teller Operational Standards.</li><li>➤ Investigates, locates, and resolves Teller differences to manage the Teller Difference occurrences within acceptable standards.</li><li>➤ Assists in training of new tellers and customer service staff.</li><li>➤ Assists in evaluating staff's work performance by helping to prepare and deliver annual reviews and performing coaching sessions.</li><li>➤ Creates, reviews and implements procedures to manage and minimize Branch procedural violations.</li><li>➤ Develops effective retail operational standards and oversee compliance within the responsible areas.</li><li>➤ Review all processes and procedures to improve efficiencies.</li><li>➤ Support sales initiatives by reducing and eliminating operational obstacles.</li></ul>	

The above statements are intended to describe the general nature and level of work performed rather than an exhaustive list of all duties and responsibilities and skills required for the position. The Job duties may be changed at any time at management's discretion. The job description is not intended to create an employment contract of any kind.



- Resolves customer complaints.
- Completes tasks in a timely basis as assigned by management.
- Maintains knowledge of the bank's products and services in order to efficiently train and motivate staff to cross-sell.

REPORTS	FREQUENCY	RISK
Teller Over/Short Reports	Daily	Operational, Financial
Branch Average Cash Levels	Daily	Operational, Financial
Review of processes and procedures	Daily	Operational, Financial, Reputational
Signature Cards	Daily	Operational, Financial, Customer Impact
Standards & Procedural Updates	Daily	Operational
Assist in Transactional / Deposit Volumes (hours, staff)	Monthly	Operational

**QUALIFICATIONS:**

- **Education:** 2-4 year degree or 3-5 years of related experience
  - Proven experience in managing staff and projects.
  - Ability to lead, coach, and develop team.
  - Knowledge of bank systems and financial regulations.
  - Ability to prioritize and manage multiple tasks.
  - Ability to leverage resources.
- **Required Skills:**
  - Knowledge of Microsoft Office, Word, Excel
  - Must have customer service experience

**PHYSICAL DEMAND AND EQUIPMENT USED:**

- Must be able to sit, walk or stand for extended periods.
- Occasionally lift up to 25 pounds.
- Must be able to travel to branch locations.
- Must be able to travel for business related matters.
- General Office environment
- General Office equipment

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