



## VP Branch Administration

<b>TITLE:</b> VP Branch Administration	<b>REPORTS TO:</b> EVP, Chief Financial Officer
<b>DEPARTMENT:</b> Retail / Branch Operations	<b>FSLA:</b> Exempt
<b>JOB SUMMARY:</b> The VP Branch Administration is responsible for the management and efficient daily operation of all full-service branch offices, including branch strategy, sales and financial goal achievement, bank deposit growth, employee management, employee and client retention, budget management and contributing to the overall success of the organization. Provides leadership, mentorship, training and supervision of direct reports. Supports operational effectiveness as it relates to standards, procedures, regulations and training consistency.	
<b>EXAMPLES OF KEY DUTIES:</b> (Duties are illustrative and not inclusive and may vary with individual assignment.) <ul style="list-style-type: none"><li>➤ Directs branch operational support to branch staff to ensure compliance with Bank standards, procedures and regulations.</li><li>➤ Provide oversight to monthly assurance program.</li><li>➤ Develop effective retail operational standards and oversee compliance within the responsible areas.<ul style="list-style-type: none"><li>○ Review all standards and procedures to improve efficiencies and streamline processes.</li><li>○ Assist with the development of new products.</li><li>○ Support sales initiatives by reducing and eliminating operational obstacles.</li><li>○ Identify reporting needs and ensure accuracy and timely distribution of information.</li></ul></li><li>➤ Oversee retail new hire training and other trainings geared toward retail/branch compliance.</li><li>➤ Facilitate at least monthly sales meetings.</li><li>➤ Develop new reporting methods as needed for Senior Management.</li><li>➤ Oversee and participate in security and operational issues as needed.</li><li>➤ Review and respond to audits as needed.</li><li>➤ Coordinate branch openings, closings and relocations.</li><li>➤ Participate in the Bank's Business Continuity testing as required.</li><li>➤ <b>Functions:</b><ul style="list-style-type: none"><li>• Maintains communication between the branch and management by preparing daily, weekly, and month-end reports regarding operations and productivity.</li><li>• Formulates recommendations and provides feedback to management regarding operational policies and procedures.</li><li>• Maintains control over audit procedures to ensure compliance with controls.</li><li>• Assists in ensuring that the branch is in compliance with federal laws and regulations set forth by regulatory agencies.</li><li>• Monitors office activity, including number of transactions, loan volume, sales volume, etc.</li></ul></li></ul>	

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- Maintains knowledge of the Bank's products and services in order to efficiently train and motivate staff to cross-sell.
  - Provides training to staff in regard to branch operations and policies.
  - Schedules, supervises, and motivates branch staff in an effort to maintain optimal customer service satisfaction levels.
  - Assists in evaluating staff's work performance by helping to prepare and deliver annual reviews and performing coaching sessions.
  - Monitors quality of service for customers, and ensures that employees are maximizing opportunities to sell products.
  - Assists in managing the security and safety of the branch, by analyzing security and safety policies and procedures. Alerts staff of any changes.
  - Assists in the interviewing, hiring and training of new tellers and customer service team members.
  - Represent and promote the Bank within the business community.
- **Other:**
- Completes projects on a timely basis as assigned by management.
  - May perform duties of customer service representative, teller, or other operational positions on an as needed basis.
  - Cross-sells Bank products and services.
  - Resolves customer complaints as they occur.
  - Performs other various duties as assigned.

#### QUALIFICATIONS:

- **Education:** Bachelor's Degree or equivalent years of experience required; Advanced degree preferred. 10+ years' experience in Banking Operations services.
- Proven experience in managing projects and an operations staff.
  - Ability to lead, coach, and develop operations team.
  - Ability to leverage resources across the organization to complete deliverables in a timely fashion.
  - Knowledge of bank systems and financial regulations.
  - Ability to prioritize and manage multiple projects.
- **Skill In (at entry):**
- **Analytical** – the individual synthesizes complex or diverse information.
  - **Problem solving** – the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
  - **Oral communication** – the individual speaks clearly and persuasively in positive or negative situations.
  - **Quality Management** – the individual looks for ways to improve and promote quality and demonstrates accuracy and thoroughness.
  - **Judgment** – the individual displays willingness to make decisions, exhibits sound and accurate judgment and makes timely decisions.
  - **Planning/Organizing** – the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.

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**PHYSICAL DEMAND AND EQUIPMENT USED:**

Must be able to sit, walk or stand for extended periods.

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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