



TITLE: Branch Supervisor	REPORTS TO: Branch Manager
DEPARTMENT: Retail/Branch Operations	FSLA: Non-Exempt
JOB SUMMARY:	
<p>The Branch Supervisor is responsible for motivating 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 client issues and achieves individual and branch sales goals. The Branch Supervisor 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 the Branch.</p>	
EXAMPLES OF KEY DUTIES: <i>(Duties are illustrative and not inclusive and may vary with individual assignment.)</i>	
<ul style="list-style-type: none"> • Provides exceptional customer service • Leads by example to promote teamwork and a positive work environment • Assist management in providing supervision/coaching/mentoring of teller staff to positively reinforce behavior. • Able to move between platform and teller line, prioritizing the needs of both effectively • Responsible for opening client accounts (e.g., checking and savings accounts, IRAs, and trust accounts) • Research and identify solutions to complex client issues • Manage branch cash levels; ship and order cash as necessary • Provides oversight to branch operations, including supervision of staff and performance of operational duties • Approves financial transactions using sound judgment to minimize risk and potential losses from fraud and other decision that could impact the branch. • Ensures that all security and audit procedures are followed to minimize potential risk to the bank. • Investigates, locates, and resolves Teller differences to manage the Teller Difference occurrences within acceptable standards • Assists in the training of new tellers • Assists in evaluating staff's work performance by helping to prepare and deliver annual reviews and performing coaching sessions • Assists in creating, reviewing and implementing procedures to manage and minimize Branch procedural violations & improve efficiencies • Assist in oversight of compliance within the responsible areas • Support sales initiatives by reducing and eliminating operational obstacles • Works with branch management to resolve client complaints & employee concerns. • 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 	

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.



QUALIFICATIONS:

Education and Experience:

- High school diploma or GED
- 3-5 years in a customer service role required
- 3-5 years in a bank teller role required
- Previous supervisory experience preferred
- Associates Degree in Business Management or a related field preferred

Required Skills:

- Strong interpersonal communication skills
- Proficiency with Microsoft Office, Word and Excel
- General math skills
- Attention to details
- Excellent customer service skills
- Excellent organizational and time management skills
- Ability to build strong relationships with customers, teammates, internal departments and vendors
- Present a professional appearance
- Ability to work independently under general supervision

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
- General Office environment
- General Office equipment

LAST UPDATED: April 2022

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