



AVP/Branch Manager

TITLE: AVP/Branch Manager	REPORTS TO: VP, Branch Administrator
DEPARTMENT: Retail / Branch Operations	FSLA: Exempt
<p>JOB SUMMARY: The 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. Develops new deposit business; provides a superior level of customer relations and promotes the sales and service culture through coaching, guidance and staff motivation; achieves individual and branch sales goals through new business sales, referrals and retention of account relationships. Provides leadership, training and supervision; delegates day to day operations to the Assistant Branch Manager or other branch personnel. Responsible for attaining established Bank and branch goals through active participation in sales management. Participates in community affairs to increase the Bank's visibility and to enhance new and existing business opportunities.</p>	
<p>EXAMPLES OF KEY DUTIES: (Duties are illustrative and not inclusive and may vary with individual assignment.)</p> <ul style="list-style-type: none"> ➤ Responsible for all branch operations, customer service and sales achievement within Branch ➤ Directs branch operational support to branch staff to ensure compliance with Bank standards, policies, procedures, safety, security and regulations. ➤ Provide oversight to monthly assurance program. ➤ Maintain effective retail operational standards and oversee compliance within the responsible areas. Maintains control over audit procedures to ensure compliance with controls. ➤ Provide ongoing coaching and training to team geared toward branch operations, policies and compliance. ➤ Facilitate team meetings within Branch ➤ Oversee and participate in security and operational issues as needed. ➤ Participate in various Retail meetings and committees as required ➤ Maintains communication between the branch and management by preparing various reports regarding operations and productivity. ➤ Formulates recommendations and provides feedback to management regarding operational policies and procedures. ➤ Monitors branch activity, including number of transactions, sales volume, etc. Makes recommendations to management to improve productivity within the branch as needed. ➤ Maintains knowledge of the Bank's products and services in order to efficiently train and motivate staff to cross-sell. Monitors quality of service for customers and ensures that employees are maximizing opportunities to sell products. ➤ Evaluate staff's work performance on an ongoing basis. Prepare and deliver annual performance reviews and perform coaching sessions as needed. ➤ Assists in managing the security and safety of the branch, by analyzing security and safety policies and 	

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procedures. Alerts staff of any changes.

- Assists in the interviewing, hiring and training of new tellers and other team members as applicable.
- Represent and promote the Bank within the business community.
- 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.
- 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 staff and projects.
 - Ability to lead, coach, and develop 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.
- **Required Skills (at entry):**
 - Knowledge of Microsoft Office, Word, Excel
 - **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.

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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