

# Assistant Branch Manager II



## Position Description

This position is responsible for daily operations, security, compliance, growing branch deposits by embracing a “needs based sales culture”, and providing outstanding customer service.

## Position Accountabilities

- Responsible for leading and managing branch activities and the customer experience (i.e. supporting the achievement of branch goals, ensuring customer service excellence, acting as an escalation point for customer problems, overseeing staff scheduling, and adhering to, implementing, training, enforcing branch policies, procedures, and compliance regulations).
- Support accomplishment of branch sales goals by identifying customer needs and promoting/selling the bank’s products/services; including, but not limited to, cross selling products/services to expand customer relationships, participating in branch calling efforts, promoting the bank through community involvement, referring business to other branch teammates and business partners, inspiring/energizing teammates, and maintaining/ensuring adherence to partnership agreements.
- Adhere to Retail’s Service Quality Standards, including, but not limited to, compliance with the bank’s dress code.
- Perform supervisory duties to include hiring teammates, developing/motivating teammates, and assessing performance (i.e. ongoing coaching, counseling, formal performance appraisals).
- Responsible for ensuring satisfactory audit ratings are achieved at the branch level; including, but not limited to, responsibility for completing the branch’s Monthly Internal Control Report (MICR) and creating documentation specific to other operating policies/procedures.
- Perform a variety of administrative functions to include conducting audits, approving customer transactions, and monitoring the branch’s performance to budget.
- Serve as the Branch Manager’s primary back-up in his/her absence.
- May support other branches/positions during peak periods.
- May interview consumer loan applicants and close loans. May correspond with customers, applicants, and/or creditors to resolve questions regarding application information. May notify applicants of loan decisions. Responsible for complying with all requirements set forth in the SAFE Act.
- Maintain knowledge of the bank’s products/services, pricing, and the bank’s customer relationship management software (Anchor).
- Complete and ensure teammates complete all assigned training courses in a timely manner and embrace/encourage cross training on other responsibilities (i.e. teller and customer service platform functions).
- Perform other such duties as assigned.
- Maintain compliance with and adhere to all state and federal regulations and bank policies and procedures, including, but not limited to Bank Secrecy Act, FACT ACT, Community Reinvestment Act, and EEO/AA/Fair Employment Practices.

## Organizational Relationship

This position reports to the Branch Manager II.

## Position Qualifications

### Education & Experience

- Associate’s or Bachelor’s degree preferred
- Minimum of three years branch operations, sales, and service experience required
- Supervisory experience required

### Knowledge & Skills

- Successful candidate must meet and comply with all requirements set forth in the SAFE Act, including, but not limited to successful completion of the required background checks and obtaining a Unique Identifier from the NMLRS
- Ability to work all branch hours, including weekends and evenings required
- Demonstrated skills in the following categories:
  - Cash handling and transaction accuracy

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- Decision-making/problem resolution
- Customer Service and Sales to include customer confidentiality
- Team Work
- Leadership/staff development, including coaching, counseling, and training
- Computer skills to include industry related software
- Excellent written and oral communication skills
- Excellent computer skills relevant to Microsoft Office Suites (i.e. Word, Excel, Outlook)

## **Position Administration – HR Only**

Job Code: 003-07

Grade: 07

Range: \$31,729.04 to \$47,593.55

FLSA: Exempt