



# Branch Manager II

**Department: Retail**

**Reports to: Market Manager**

**Grade 10; Range \$46,075.54 to \$71,417.08**

**Job Code: 101-10**

**FLSA: Exempt**

**Supervises: Assistant Branch Manager &  
All Branch Personnel**

**Revised: 04/04/2013 anp**

## SUMMARY

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This position provides leadership and management for a branch team with approximately more than \$45 million in aggregate loan/deposit balances ensuring profitability, growth, and sound operation.

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## MINIMUM REQUIREMENTS FOR POSITION:

- Bachelor's degree or equivalent work experience.
  - 5-7 years of retail banking experience in a sales environment.
  - 2-5 years of supervisory/human resources experience.
  - 2 years of lending experience preferred.
  - 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.
  - Demonstrated leadership skills and the ability to inspire team members to excel, as well as, proven ability to lead employees to embrace a "needs based sales culture" and attain goals as assigned.
  - Demonstrated computer skills to include industry related software and Microsoft Windows based applications
  - Ability to work all branch hours, including weekends and evenings required.
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## PRIMARY ACTIVITIES AND RESPONSIBILITIES:

- Responsible for leading and managing branch activities and the customer experience (i.e. leading/managing the branch team, ensuring branch goals are achieved, ensuring customer service excellence, acting as an escalation point for customer problems, and adhering to, implementing, training, enforcing branch policies/procedures/regulations).
- Responsible for the accomplishment of branch sales goals by identifying customer needs and promoting/selling the bank's products/services; including, but not limited to, developing/implementing/maintaining a business plan, cross selling products/services to expand customer relationships, initiating branch calling efforts, promoting the bank through community involvement, referring business to other branch teammates and business partners, inspiring/energizing/training employees, and maintaining/ensuring adherence to partnership agreements.
- Adheres to retail's Service Quality Standards, including, but not limited to, compliance with the bank's dress code.
- Perform supervisory duties to include selecting/retaining top talent, setting clear performance expectations, keeping employees informed, developing/motivating employees, and assessing performance (i.e. ongoing coaching, counseling, training, formal performance appraisals).
- Responsible for ensuring satisfactory audit ratings are achieved at the branch level;



including, but not limited to, responsibility for completing and/or supervising the completion of the branch's Monthly Internal Control Report (MICR) and creating documentation specific to other operating policies/procedures.

- Interview consumer loan applicants and close loans. May correspond with customers, applicants, and/or creditors to resolve questions regarding application information. Notify applicants of loan decisions. Responsible for complying with all requirements set forth in the SAFE Act and adhering to work quality standards (i.e. past due ratios, accuracy).
- Maintains knowledge of the bank's products/services, pricing, and the bank's customer relationship management software (STAR).
- Completes and ensures employees 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).
- Maintains compliance with and adheres to state and federal regulations and bank policies and procedures, including, but not limited to, requirements regarding the Bank Secrecy Act, FACT ACT, Community Reinvestment Act, and EEO/AA/Fair Employment Practices.
- May perform a variety of administrative functions to include conducting audits, approving customer transactions, analyzing customer lists, and monitoring the branch's performance to budget.
- May support other branches/positions during peak periods.
- Other such duties may be assigned as needed.