

Position Description

This position is responsible for the administration and efficient operation of the branches that are in his or her assigned market and may be assigned to manage a local branch. The aggregate loans and deposits within his or her assigned “market” is less than 300 Million. In addition, this position defines, implements, and ensures the achievement of Key Performance Indicators (KPIs).

Position Accountabilities

- Responsible for leading and managing branch activities and the customer experience at the branches that are in his or her assigned market (i.e. leading/managing branch managers, ensuring efficient operations, acting as an escalation point for customer problems/various operational processes that require override decisions, promoting security/safety, ensuring customer service excellence, adhering to, implementing, training, and enforcing branch policies/procedures/regulations).
- Perform supervisory duties of managerial staff, including, but not limited to, coordinating managerial staff coverage within his or her market, selecting/retaining top talent, setting clear performance expectations, keeping teammates informed, developing/motivating teammates, and assessing performance (i.e. ongoing coaching, counseling, training, formal performance appraisals).
- Accountable for defining, implementing, and attaining key performance indicators (i.e. loan and deposit growth, budget, credit quality, risk management, teammate retention) at the market level. Includes, but is not limited to, developing/implementing/maintaining business plans, 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 teammates, and maintaining/ensuring adherence to partnership agreements.
- Represent the retail line of business through active participation on project teams, committees, etc.
- Serve as an escalation point for loan override requests and serves as a mentor to lenders within his or her market. In a back-up capacity, interview consumer loan applicants, notifies applicants of the loan decision, closes approved loans, and resolves questions during the process. Responsible for complying with all requirements set forth in the SAFE Act and adhering to work quality standards (i.e. past due ratios, accuracy).
- Responsible for ensuring satisfactory audit ratings are achieved within assigned market; including, but not limited to, accuracy of the Monthly Internal Control Report (MICR) and satisfactory Branch Assessments and Internal/External Audits.
- Maintains 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).
- Adhere to Retail’s Service Quality Standards.
- May support other branches/positions during peak periods.
- May perform a variety of administrative functions to include conducting audits, approving customer transactions, analyzing customer lists, and monitoring the market’s key performance indicators.
- 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 Retail Banking Executive.

Position Qualifications

Education & Experience

- Bachelor’s degree or equivalent work experience
- Minimum of seven years of retail banking experience including but not limited to sales, banking regulations and operating policies
- Minimum of five years of supervisory/human resources experience
- Minimum of three years of lending experience preferred

Market Manager II

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 NMLS
- Demonstrated ability to use independent judgment and operate under minimal supervision
- Demonstrated ability to build strong business relationships across all lines of business
- Demonstrated leadership skills and the ability to inspire team members to excel, as well as, proven ability to lead teammates 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
- 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: 054-12

Grade: 12

Range: \$60,934.89 to \$94,449.08

FLSA: Exempt