

Retail Administration Manager



Position Description

This position is responsible for managing the Retail Administration Department as well as the operational risk for the retail line of business. In addition, this position is responsible for program development, budget and project management, and active participation and representation on corporate level project teams/committees.

Position Accountabilities

- Provide management oversight to the Retail Administration Department. This activity includes salary administration, performance appraisals, staff development (i.e. coaching, counseling, training), and assistance to subordinates in problem resolution.
- Responsible for compliance with Sarbanes Oxley 404 retail controls, maintaining retail's business resumption plans, and ensuring that an internal audit process is in place to maintain favorable audit results at the branch level. Serves as the audit liaison for the line of business (i.e. audit scheduling, closing, annual risk assessment).
- Develop expense and income budget for the retail line of business in partnership with the Senior Retail Business Analyst ; Accountable for operating the Retail Administration Department within its financial budget; Provide management oversight to Retail's Capital Expenditure Budget; Review/Approve exception invoices and branch management's employee and credit card expense forms
- Develop, implement, and deliver strategies intended to upgrade the quality and effectiveness of retail's human capital; Responsible for creating/maintaining job descriptions, understanding job specifications (i.e. qualities or requirements the person performing the job must possess), and assisting with performance management/employee development methods (i.e. deploying cross training strategies); Supports the Retail Executive with overall salary administration and staff count analysis.
- Responsible for the development and delivery of effective programs to support efficient, safe, and secure operations, excellent customer service, and sales growth at all branches.
- Act as project manager to drive retail initiatives as needed.
- Represent the retail line of business through active participation on project teams, committees, etc. This includes serving as a member of the IT Steering Committee.
- Provide managerial coverage at the branch level during staff shortages either directly or through resource sharing.
- Act as escalation point for customer problems/complaints and various operational processes that require override decisions.
- Assist the retail line of business in defining, implementing, and attaining key performance indicators.
- Represent the bank in civic and community activities.
- 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

- Bachelors Degree or comparable business experience preferred
- Minimum of five years supervisory/human resource experience
- Minimum of seven years retail banking and/or retail operations experience

Knowledge & Skills

- Must possess strong strategic and tactical management/leadership skills
- Must possess extensive knowledge of financial institution operating policies and procedures, especially regulatory and internal control requirements
- Must be able to use independent judgment in completing activities and operate under minimal supervision

Retail Administration Manager

- Must be able to effectively partner with branch staff, bank clients, auditors, and outside vendors
- Must possess strong organizational and time management skills
- Ability to build strong business relationships across all lines of business
- Excellent written and oral communication skills
- Excellent computer skills relevant to Microsoft Office Suites (i.e. Word, Excel, Outlook)