

BETTER BANKS

Job Description Template



Name:	Location: All
Job: Branch Manager	Reports To: Operations Manager
Division/Department: Operations	

Travel Expectations:	<input type="checkbox"/> No Travel <input type="checkbox"/> Local Travel	Type of position:	Expected Hours: 40+ / week
	<input checked="" type="checkbox"/> Some Overnight Travel	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Intern/Coop	<input type="checkbox"/> Exempt
		<input type="checkbox"/> Part-time <input type="checkbox"/> Temporary	<input checked="" type="checkbox"/> Nonexempt

GENERAL DESCRIPTION

The Branch Manager is directly responsible for the daily activities of the branch; and for supervising the retail branch employees. The Branch Manager ensures the success of the branch by providing excellent banking services for its customers; and for promoting the profitability and productivity of the bank.

DUTIES & RESPONSIBILITIES

- Manages and supervises the daily activities of the branch and retail staff,(i.e sales, security, service, and grounds maintenance)
- Hires, trains, manages, and motivates staff in an effort to maintain optimal branch and customer needs; and ensures employees are maximizing opportunities to sell bank products and services
- Builds and maintains new and existing customer relationships and promotes the bank within the community
- Improve revenue and reduce expenses to grow the business while updating and communicating with management
- Performs as a teller on an as needed basis
- Generate referrals to other bank staff and business partners
- Actively identify, coach, develop, and support employees so they can provide superior service to our customers
- Perform operational functions such as opening and closing accounts, wire transfers, safe deposit boxes
- Perform Lending functions that include consumer loans in accordance with policies and procedures and legal and regulatory compliance
- Ensure the branch team complies with policies, procedures and regulatory banking requirements
- Mentor, develop, and motivate staff while creating a positive work environment that will enable employees to do their best
- Perform other duties as assigned by management

EDUCATION &/OR WORK EXPERIENCE REQUIREMENTS

- Ex: A Bachelor degree in Management, business administration or related field is preferred AND 3-5 years management/supervisor experience in the banking industry

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MENTAL & PHYSICAL REQUIREMENTS	
Ability to sit/stand/kneel/bend/for extended periods of time, lift up to 20 lbs consistently, critical and creative thinking, ethical framework, ability to operate a variety of office equipment (i.e computer, telephone, copy/fax machine) Organization, prioritization, and time management skills are necessary	
COMPETENCIES	
Sufficient knowledge in banking, proficiency in Microsoft Office products, leadership management and coaching, communication, customer service, presentation skills, attention to detail, results driven, problem solving/analysis, ability to multi task under high pressure environment	
REVIEWED BY:	<i>Title:</i>
APPROVED BY:	<i>Title:</i>

My signature below constitutes the understanding of the requirements, essential functions & duties of the position:

Employee Signature: