Title: Assistant Branch Administrator

SUMMARY: The Assistant Branch Administrator is an Officer position that reports to the SVP Sales Management and Retail Banking. This key role will interact and support the Retail Branches on a day to day basis, being a primary resource for branch operational needs and questions, and customer questions. In addition, this role will, on a part-time basis, act as a Manager or Universal Banker Float as needed to support branch staffing needs. The incumbent will have a strong working knowledge of bank systems used by the branches (to include teller, platform and other vendors/systems) and will work with other departments to support and address any operational/vendor/technical needs of the branches. Working closely with the Branch Administrative Assistant, will ensure that the branches have the proper resources to allow for their optimal efficiency. As a key member of the Retail Team, will support the attainment of Retail goals and objectives.

DUTIES AND RESPONSIBILITIES:

- Respond to daily branch staff inquiries regarding customer, operational and personnel issues
- Sit on Finastra Leads Team to provide voice for Retail implications, providing input, decisions and feedback on behalf of Retail.
- Act as “Teller Admin” to provide “branch side” system support for all Teller operational functions
- Respond to Finastra Ops Review results and ensure cleanup of any Retail Ops findings
- Assume the Retail Lead role in any projects impacting Retail, or designate replacement and provide ongoing monitoring.
- Attend meetings/committees related to operational projects and provide management oversight, or delegate to staff member and be briefed on meetings/project status
- Coordinate and run Assistant Branch Manager and Head Teller monthly meetings.
- Work with Training officer to ensure Retail Training is current/provide assistance with training as needed.
- Answer Retail inquiries for exceptions to P&P, account opening structures and CIP violations.
- Provide guidance to Retail Admin Officer regarding management of the online account opening program
- Coordinate with Commercial Team Leaders for regular flow of information/cross attendance at monthly meetings
- Actively meet with Customer Support to ensure Retail responsibilities being met, any operational challenges from the branches are being addressed, and make suggestions for improvements in efficiencies between departments.
- Take primary oversight responsibility for ensuring the Retail procedures are current, updated and readily accessible to Retail staff on Accesssport, utilizing assistance from Business systems and others, and coordinating with compliance, risk, customer support to ensure procedure is complete, compliant and “user friendly”. Get regular feedback from Retail Staff re usage.
- Manage vendor relationships with Loomis/Eastern/Dunbar – approving bills and dealing with service issues.
- Identify additional training needs or gaps, whether performance, compliance or systems related, or growth and development opportunities and make recommendations to management of needed training.
• Manage the Retail Incentive plan, doing regular spot checks, reviewing activity and reporting to SVP Sales, addressing any technical issues with reporting, compiling quarterly/annual results
• Review CIP/PAD12000 error reports and assess if “frequent flyer” team members require additional training
• Monitor Monthly Finance Reports to ensure branches are within limits
• Back up SVP Retail on CRM as resource for other staff
• Work with branches in conjunction with Business Systems/IT in an offline environment
• Work closely with Branch Admin Officer on scheduling or other issues as needed
• Meet regularly with SVP Sales Management/Retail Banking to keep apprised of issues, concerns, needs in branches and coordinate efforts

SUPERVISORY RESPONSIBILITIES:
Under the direction of the SVP Sales and Retail Banking, will provide supervisory support to all Branch personnel including Branch Managers, Assistant Branch Managers, Head Tellers, Assistant Head Tellers, Customer Service Rep’s, Universal Associates and Tellers and also the Branch Administrative Assistant. Provide support, overrides, guidance to staff on customer issues. This role is “essential personnel” status.

QUALIFICATION REQUIREMENTS:
EDUCATION and/or EXPERIENCE:
Supervisory/Management experience required. Strong Banking background with teller line and platform experience. Supervisory experience required. Associates degree; two to three years related experience and/or training; or equivalent combination of education and experience. Related work experience may substitute for education.

TECHNICAL SKILLS, TRAININGS OR CERTIFICATIONS:
Proficient in computer skills, word, excel, and various core banking systems. Ability and willingness to learn new technologies and adapt to change. Training and mentoring skills a plus. Project management experience a plus. Must be able to handle multiple priorities concurrently and meet project deadlines.

OTHER SKILLS or ABILITIES
Excellent customer service skills, needs based discovery skills, support, and coach and mentor staff, competently address complex customer issues, follow up, project management.

PHYSICAL DEMANDS:
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
While performing the duties of this job, the employee is regularly required to stand; use hands and fingers to handle, or feel objects or controls; reach with hands and arms; talk or hear. The employee frequently is required to walk and stand. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Vision abilities required include close and distance vision, color vision, peripheral and depth perception, and the ability to adjust focus. The noise level in the work environment is usually moderate.

WORK ENVIRONMENT:
Business banking environment. Professional demeanor and attire is required at all times. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.