



## **TITLE: Assistant Branch Manager**

### **SUMMARY:**

The Assistant Branch Manager is a key management position in a bank that holds customers, employees and community as our priorities. As part of a mutually owned, community bank, the Assistant Branch Manager represents our values and commitments. In this FLOATING role, you will assume responsibility for the day to day branch operations, management of customer service representatives/Universal Associates and teller staff, in the absence of the Branch Manager or assigned Assistant Branch Manager. With the mindset of “serving the way you want to be served”, you provide sales leadership, motivation and guidance to your team. The ABM monitors service and sales quality levels and mentors staff to achieve goals, and ensure an outstanding customer experience. In addition to the managerial oversight, the role involves a variety of complex duties, including directly serving customers/prospects with excellence, accuracy and professionalism, while fully exploring customer needs and providing appropriate products and services.

### **DUTIES AND RESPONSIBILITIES:**

Include the following, other duties may be assigned.

- Be willing to travel to and cover any of our branches as needed, on a short or long term basis
- Have a thorough and comprehensive understanding of all retail products and services and sufficient understanding of all bank services to make effective referrals to other business lines.
- Cross sell all bank products and services through outbound calling to customers and in Branch sales efforts to achieve bank/branch/individual goals.
- Maintain a comprehensive knowledge on related policies, procedures, and rules and regulations including robbery procedures. Must be familiar with aspects of BSA reporting. Ensures on-going compliance with audit procedures and other applicable guidelines.
- Opens/Closes the Branch: adheres to all Bank security procedures during this process.
- Coaches less experienced staff on a regular basis to improve their sales/operational skills for the betterment of the individual/team/bank.
- Is responsible for the completion of various daily, weekly and monthly reports as assigned, including operational, risk, sales and staffing reports. Review/approve time cards.
- Oversee staff adherence to performance expectations. Complete verbal/written warnings as needed and annual performance reviews.
- Handles/Follows up on customer grievances and research items in accordance with bank policy.
- Attend/conduct Branch sales meetings in the absence of the Branch Manager.
- Oversee the Head Teller/Teller line to ensure appropriate scanning of the daily work and perform such other teller functions that might be needed from time to time, and assist others to complete tasks and work assignments.
- Will be required to provide coverage for any Branches on an as needed basis.
- Perform other duties as required. Retail staff are hired for all Branch locations and may be called upon at any time to transfer to other Branch locations.

- Serve on various Bank Committees as assigned.

**SUPERVISORY RESPONSIBILITIES:**

Under the direction of the Branch Manager, supervises assigned Branch personnel such as head tellers, assistant head tellers, customer service rep's, universal associates and tellers. Provide support, overrides, guidance to staff on customer issues. Coaches staff members to meet position expectations and sales goals. May be responsible for scheduling, verbal and written warnings and annual reviews.

**QUALIFICATION REQUIREMENTS:**

EDUCATION and/or EXPERIENCE:

Supervisory/Management experience is required. Banking background with teller line, platform and sales experience. 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, Microsoft Office Suite, and various core banking systems. Ability and willingness to learn new technologies and adapt to change. CRM experience a plus.

**OTHER SKILLS or ABILITIES**

Excellent Customer service skills, needs based discovery and sales skills, support, and coach and mentor staff, competently address complex customer issues.

**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.