



TITLE: Assistant Branch Manager

SUMMARY:

The Assistant Branch Manager oversees the branch in the absence of the Branch Manager and assists with the daily management of branch operations. They work with the Branch Manager to train, motivate and provide performance feedback to employees, while modeling the sales and service standards in the branch and providing an exceptional customer experience. The role involves a variety of complex duties to be delivered with the highest degree of accuracy, integrity and professionalism; with sound judgement and a focus on the Customer Experience.

DUTIES AND RESPONSIBILITIES:

- Under the direction of the Branch Manager, is responsible for oversight and management of branch operational, audit and compliance policies and procedures. Provides ongoing training and support to staff to ensure compliance with Bank policies and procedures as well as various government regulations.
- Maintain an up-to-date and comprehensive knowledge on all Pentucket Bank products and services. Leads by example and coaches team members to focus on customer experience by having needs-based conversations and offering financial solutions to meet the customer's needs.
- In conjunction with the Branch Manager, oversee staff adherence to performance expectations. Ensures new hire training is completed in the appropriate time frame. Conduct regular, documented one on one's with staff. Complete verbal/written warnings as needed and annual performance reviews.
- 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.
- Provide support, overrides, guidance to staff on a variety of customer issues.
- Open all variety of deposit accounts, resolve customer issues, handle account maintenance, and update customer information as required. Identify opportunities and make referrals for loans and to our Financial Services Advisor. Provides training to employees to assist the team with meeting and exceeding team and individual goals.
- Accurately process a variety of teller transactions, including over the counter transactions, lobby, walk up or drive up, mail or email transactions, following the bank's policies and procedures and maintain teller balancing standards. Accurately balance cash drawer, scan work appropriately and perform other teller functions as requested.
- Serve on various Bank Committees and assist with various projects as assigned.
- May be required to provide coverage for additional Branches other than the primary Branch of assignment 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.

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, tellers and receptionists.

EDUCATION and/or EXPERIENCE:

Minimum Associates degree; two or more years related experience and/or training; or equivalent combination of education and experience.

TECHNICAL SKILLS, TRAININGS OR CERTIFICATIONS:

Proficient in Microsoft Office. Strong working knowledge of all operational systems and databases. Bilingual is a plus.

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 may 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.