

Job Title: Branch Manager

Reports to: Market President

Supervises: Tellers/Personal Banking Representatives

Job Summary:

The Branch Manager supports frontline staff by overseeing the operations of all customer service functions contained within the lobby and drive thru. This position is directly responsible for the Tellers and Personal Banking Representatives including: coaching, motivating, counseling, scheduling, training, coordinating job duties, approving transactions and assisting with questions or problems. Provides effective coaching for accountability to maximize optimum service performance, while providing motivation to inspire continuous improvement of individual and team performance. This position will be responsible for developing new deposit business through cold calling and will be encouraged to get involved with some community activities.

Primary Duties/Responsibilities:

This list includes the current primary responsibilities of this position. It is not intended to be all-inclusive and is subject to change, as needed, for the purpose of operational efficiency.

- Provides leadership to a group of Tellers/Personal Banking Representatives. Normal supervisory duties will include, but not be limited to: coaching, counseling, scheduling, approving transactions, coordinating job duties, reviewing time clocks, completing employee performance evaluations or disciplinary notices.
- Responsible for initial training and all continuing education and retraining.
- Assists Tellers/Personal Banking Representatives with client issues or questions and balancing problems.
- Performs Teller/Personal Banking Representative functions as needed.
- Ensures the branch and vaults are opened and closed on a timely basis.
- Enforces dual control procedures at all times.
- Responsible for ensuring all quarterly Teller drawer audits are completed.
- Follows and ensures compliance with bank policies and procedures.
- Conducts Monthly Teller/Personal Banking Representative meetings to update staff of any pertinent changes in operational policy or procedures or branch security/safety issues.
- Ensures equipment is operating and serviced at acceptable standards, recommending service or equipment needs to management.
- Ensures that security measures are adhered to in the Teller opening and closing procedures.

- Oversees the Norman Deposit team calling efforts as well as overseeing the Ambassador Calling program.
- Complies and ensures Teller/Personal Banking Representatives compliance with all regulatory requirements.
- Builds and maintains relationships with clients. Provides a superior level of service by identifying clients' needs and recognizing and acting upon opportunities to refer and sell products and services offered by the bank.
- In conjunction with Market President, create, maintain and manage a list of prospects for business development opportunities in the community; may participate in community development activities as well as getting involved with community activities.
- Responsible for all facilities maintenance and upkeep including scheduling appropriate inspections.gi
- Sets a positive and professional example in all areas.
- Performs other relevant duties as assigned.

Education Requirements:

- High school diploma or equivalent required.
- Bachelor's Degree in Business or Finance required or equivalent relevant work experience.

Qualification Requirements:

- Proven supervisory abilities, including leadership, sound decision making, and motivating abilities.
- Ability to deal with conflict in a positive and productive manner.
- Excellent organizational and time management skills.
- Proficient computer skills, including the Microsoft Office tools, and the ability to utilize the bank's current software.
- Extensive knowledge and familiarity of the services and products offered by the bank.

Experience Requirements:

- Two years previous Teller/Personal Banking Representative experience with excellent performance and balancing records required.
- Previous supervisory experience required.

Physical Requirements:

- May require long periods of standing or sitting.
- Ability to lift and carry cash drawers, coin bags, and boxes sometimes weighing over 25 pounds.
- May require long periods of typing and repetitive motion.
- May require some local travel.