

**Title:** Assistant Branch Manager

**Department:** Retail/Branch

**FLSA Status:** Non-Exempt

**Reports To:** Branch Manager or Market President

---

### **SUMMARY**

Assists in managing the operation of the branch facility and ensuring a high level of customer service in all areas. Responsible for branch operation in the absence of the Branch Manager.

### **ESSENTIAL DUTIES**

1. Assists with branch and staff development, as well as achievement of customer service goals.
2. Exercises authority concerning staffing, training, performance appraisals, promotions, career development, salary actions, and terminations of subordinate personnel.
3. Maintains a high level of employee morale to minimize turnover and maximize customer service satisfaction.
4. Responsible for the effective day-to-day operations of the branch to ensure policies, procedures and regulations are followed; responsible for branch self-audit procedures and reporting; manages to annual budget and profit plan; conducts regular department meetings to review products, services, techniques for sales, customer service training, robbery & security training, and compliance with audit controls.
5. Carries out lending responsibilities: takes applications, reviews and processes them for consumer loans.
6. Opens and closes accounts such as checking, savings, CDs, and IRAs including problem resolution. Reviews and approves accounts that exceed the branch personnel's limits of authority.
7. As needed, provides professional teller services to the bank's customers. Reviews and approves teller transactions that exceed the branch personnel's limits of authority.
8. Resolves complex customer service issues that cannot be resolved by branch personnel.
9. Assigns duties and develops work schedules to ensure efficient functioning of the Branch.
10. Participates in required compliance training and complies with applicable policies, procedures, regulations, and laws related to this position including but not limited to CRA, robbery, privacy, Reg CC, Fair Lending and BSA.
11. Performs other related duties as assigned.

## **SUPERVISORY RESPONSIBILITIES**

This position has no direct reports but may supervise the Branch in the absence of the Branch Manager. Also functions as a “lead person” responsible for providing guidance to other staff members on a daily basis. Provides assistance to the FSRs, Universal Bankers, and Tellers of the Branch.

## **QUALIFICATIONS**

1. High School Diploma with additional courses in business, accounting, AIB, or supervisory training and three years' experience in related banking environment are required or equivalent combination of education and experience.
2. Comprehensive knowledge of banking rules and regulations.
3. Demonstrated experience in teller, new account, and lending functions.
4. Excellent oral and written communication skills.
5. Excellent customer service skills.
6. Leadership and coaching skills.
7. Management skills including organizing, planning, delegating, and interpersonal skills.
8. Knowledge of personal computers and related word processing and spreadsheet software.

## **PHYSICAL DEMANDS**

Office setting with moderately varied desk-oriented activity, with fatigue being relieved by opportunities to stand and move around in a comfortable environment.

The employee must occasionally lift and/or move up to 25 pounds.

**NOTICE**

This job description in no way states or implies that these are the only tasks to be performed by the incumbent occupying this position. The incumbent will be required to follow any other instructions and to perform any other job-related duties.

Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform in this position successfully, the incumbent will possess the abilities and aptitudes to perform each task proficiently.

Ability means to possess and apply both knowledge and skill.

This position description has excluded the marginal or peripheral functions that are incidental to the performance of primary functions. All requirements are essential to the function of the position.

This job description describes the minimum selection requirements to qualify for the position. However, promotion and other employment decisions are also based on Bank needs, being in good standing, fully competent performance, and other not-discriminatory issues.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

This position description does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

---

**Employee**

---

**Date**

---

**Manager**

---

**Date**