



Job Description

Position Title: Customer Service Manager I	Department: Community Banking
Reports To: Retail Branch Mgr. or Comm'l Branch Mgr.	<input checked="" type="checkbox"/> Exempt Grade: 9
Position Purpose	
<p>Lead the daily operations, personnel management, customer service, and sales of larger retail branches and all commercial branches. The number of core deposit accounts, transaction accounts and consumer loans as well as the size and complexity of the branch will determine levels.</p>	
Education/Experience	
<ol style="list-style-type: none"> 1. Associate's degree in a business-related field or equivalent experience. 2. Two or more year's previous branch banking leadership and supervisory experience. 3. Completion of required management and operations curriculum or equivalent. 	
Job Requirements/Skills	
<ol style="list-style-type: none"> 1. In-depth knowledge of management and supervisory principles, policies, and legal requirements. 2. Demonstrated training and performance coaching skills. 3. In-depth knowledge of all operational processes, policies, and requirements. 4. Strong sales and service delivery skills. 5. Strong analytical and problem-solving skills. 6. Effective negotiation skills. 7. Computer proficiency in MS Word and Excel. 	
Essential Functions	
<ol style="list-style-type: none"> 1. Provide personnel management and supervision of assigned branch staff. 2. Ensure staff provides exceptional customer service and proactively sells bank products based on customer needs. 3. Organize operational workflow for maximum efficiency. 4. Direct operations of the branch to minimize risk. 5. Ensure staff is trained to meet performance expectations for each position. 6. Ensure team members follow bank policies, procedures, security requirements, and government regulations. 7. Ensure daily transactions are balanced. 8. Resolve customer issues. 9. Approve exceptions within assigned limits. 10. Oversee certifications, compliance, and reporting. 11. Ensure certifications and reports are accurate and complete. 12. Act as a liaison between branch and support departments. 13. May provide backup to Branch Manager in his/her absence. 14. May assist the Branch Manager with planning and budgeting process. 	
Physical Requirements	
<ol style="list-style-type: none"> 1. Sit 70% of workday. 2. Stand 30% of workday. 3. Use computer keyboard, typewriter, 10-key, and other office equipment. 4. Occasionally lift 25 pounds. 	