



Job Description

Position Title: Retail Branch Manager	Department: Community Banking
Reports To: Division Manager	<input checked="" type="checkbox"/> Exempt

Position Purpose

Lead a retail branch to ensure exceptional customer service, a proactive sales environment, and a profitable operation. Focus on expanding existing relationships, developing new business with small business owners, and extending consumer credit within assigned limited. Level will be determined by the size and complexity of the branch. Factors include core deposit totals, the percentage of transaction accounts, and consumer loan totals.

Education/Experience

1. Bachelor's degree in a business-related field or equivalent experience.
2. Three or more years previous bank branch leadership and operations experience or equivalent.
3. Completion of required management, consumer loan, and operations curriculum or equivalent.

Job Requirements/Skills

1. Demonstrated leadership, team building, and management skills.
2. Proven sales and business development skills.
3. Demonstrated ability to develop and manage income and expense budget.
4. Considerable knowledge in all facets of the consumer lending process.
5. In-depth knowledge of management and supervisory principles, policies, and legal requirements.
6. Demonstrated ability to train employees in customer service, sales, operations, product knowledge, and consumer loans.
7. Demonstrated analytical and problem-solving skills.
8. Computer proficiency in MS Word and Excel.

Essential Functions

1. Develop and lead sales, marketing, and business development plan for branch.
2. Manage an active calling program targeting all small businesses in their market.
3. Grow small business transaction accounts and merchant services.
4. Develop and manage income and expense budget for branch.
5. Create community awareness of the bank's products and services.
6. Generate and/or approve consumer loans within level of authority.
7. Ensure staff provides exceptional customer service and proactively sells bank products based on customer needs.
8. Ensure adherence to internal operational and credit controls.
9. Ensure staff is trained to meet performance expectations for each position.
10. Ensure staff follows bank policies, procedures, security requirements, and government regulations.
11. Resolve customer issues.
12. Approve exceptions within assigned limits.

Physical Requirements

1. Sit 50% of workday.
2. Stand 50% of workday.
3. Use computer keyboard, typewriter, 10-key, and other office equipment.
4. Occasionally lift 25 pounds.