

Branch Manager

JOB DESCRIPTION

TITLE: Branch Manager

REPORTS TO: Branch Administrator

SUPERVISES: Assigned Branch Employees

BASIC FUNCTION:

Responsible for the development and growth of the retail branch's key drivers to include growth of branch deposits, loans, net income, management of risk, and the coaching and sales development of the branch team members. Promotes quality service, through effective use of the customer constitution. Administers business development goals and objectives, staffing models, schedules and performance standards.

ESSENTIAL FUNCTIONS:

- Responsible for the overall management of the branch's activities, including business development, sales and service, expense controls, credit, community leadership, budgeting, achieving financial and compliance standards, and facilities management.
- Provide personalized banking services to current and prospective customers, consistently seeking to expand customer relationships and provide the highest-level customer service through business development and activities.
- Analyze credit and financial information for processing of loans and other bank products for customers to ensure applicable lending policies and procedures are followed. Responsible for adherence of compliance regulations.
- Manage sales development activities and referral programs for the branch.
- Monitor branch activities and results to ensure sales success. Motivate and reward employees for achievement of sales and service goals.
- Develop sales, service, and technical skills of team members through training, observing, and providing regular feedback.
- Coordinate facility needs to maintain an efficient working environment with a quality appearance.
- Actively participate in community organizations and activities to project and sustain a favorable bank image in the community.
- Respond to and resolve customer service requests according to Great Western Bank policies in a prompt, efficient and courteous manner at all times.
- Perform other job-related duties or special projects as assigned.
- Comply with all bank policies and procedures, including regulations related to the Bank Secrecy Act, such as OFAC and the USA Patriot Act.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- **Analytical**—the individual synthesizes complex or diverse information.
- **Problem-solving**—the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
- **Oral communication**—the individual speaks clearly and persuasively in positive and negative situations, demonstrates group presentation skills and participates in meetings.
- **Delegation**—the individual delegates work assignments, gives authority to work independently, sets expectations and monitors delegated activities.
- **Leadership**—the individual inspires and motivates others to perform well, accepts feedback from others.
- **Managing people**—the individual includes staff in planning, decision-making, facilitating and process improvement, makes self-available to staff, provides regular performance feedback, and develops subordinates' skills and encourages growth.
- **Quality management**—the individual looks for ways to improve and promote quality and demonstrates accuracy and thoroughness.
- **Judgment**—the individual displays willingness to make decisions, exhibits sound and accurate judgment and makes timely decisions.
- **Planning/organizing**—the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- **Safety and security**—the individual observes safety and security procedures and uses equipment and materials properly.

KNOWLEDGE, SKILLS AND ABILITIES:

- Experience in retail banking operations and functions. Ability to manage branch banking personnel engaged in retail operations to achieve profit, growth, and customer service objectives within Bank policy guidelines. Good sales skills and ability to develop and maintain business.
- The ability to prioritize and make on-the-spot decisions regarding customer transactions, weighing customer satisfaction issues with Bank exposure to loss or fraud.
- Mathematical skills
- In-depth knowledge of all bank deposit products and policies
- Ability to work in a fast-paced environment
- Ability to work well under pressure
- High degree of accuracy
- Organizational skills
- Knowledge of various federal regulations including Bank Secrecy Act, Community Reinvestment Act, Americans with Disabilities Act, Right to Financial Privacy Act, Gramm-Leac-Biley Act, Regulation E and teller roles and responsibilities relating to each act.

TRAINING AND EXPERIENCE:

- Experience in retail banking operations and functions. Ability to manage branch banking personnel engaged in retail operations to achieve profit, growth, and customer service objectives within Bank policy guidelines. Good sales skills and ability to develop and maintain business.

The Citizens Bank is an Equal Opportunity Employer. We do not discriminate in employment on the basis of race, color, religion, sex, pregnancy, childbirth or related medical conditions, gender identity, sexual orientation, national origin, age, disability, genetic information, protected veteran status, or any other characteristic protected by applicable federal, state, or local law.

AMERICANS WITH DISABILITY SPECIFICATIONS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

