

STATE BANK
Assistant Branch Manager
Job Description



Division / Department: Deposit		
Location: Wedge		
Job Title: Assistant Branch Manager		
Reports to: Branch Manager		
<u>Level/Grade</u>	<u>Type of Position</u>	<u>Hours per week</u>
Staff	Full-time	37.50

General Description

The Assistant Branch Manager is responsible in the absence of the Branch Manager for managing the overall branch to ensure customer satisfaction and profitable operation especially on the frontline deposit side of his/her location.

Position Requirements

- Thorough understanding of the benefits and features of products and services
- Good communication skills
- Ability to train and coach employees
- Ability to multi-task
- Excellent organizational skills
- Strong decision making skills
- Adapt to and lead through change
- Positive, outgoing, and socially confident personality
- Ability to work with minimal supervision, both independently and as a team
- Ability to network and develop new business

Responsibilities

- Maintain overall security of the branch based on bank policy
- Assist CSRs with questions and basic duties
- Must perform all front-line CSR duties including teller transactions and opening new accounts
- Process and maintain IRA and HSA transactions
- Handle customer issues and concerns
- Initiate wire transactions
- Help resolve routine procedural and processing issues
- Ensure the frontline deposit side of location meets all regulatory compliance standards and follows all operating policies and procedures, including vault procedures
- Prepare currency transaction reports and perform other BSA-related responsibilities

- Instrumental in developing new customer relationships
- Performs other duties as assigned by Executive Management

Education Requirements

- Demonstrated analytical, decision-making, and effective problem solving skills.
- Must be competent in the use of personal computer systems, internet applications and electronic mail, and various windows based software applications to include, but not limited to, banking application, word processing, and spreadsheet software.
- Prior Full-Time CSR experience.
- Honor State Bank philosophies, policies and expectations regarding core values, customer service, human resource policies and code of conduct and ethics.
- Demonstrate acceptable personal financial responsibility and be bondable.
- High School Diploma or GED.

Physical Requirement

- Physical and mental ability to perform the essential functions of the job as listed.
- Able to regularly stand or sit for prolonged periods of time.
- Able to verbally communicate effectively with others.
- Regular attendance is necessary and essential to this position.

This position will directly supervise the frontline deposit staff for this location in the absence of the Branch Manager. This position reports directly to the Branch Manager of this location.