

## JOB DESCRIPTION

Job Title	Branch Manager		
Reports to	VP of Retail Banking	<i>EE</i> <i>Type</i>	Exempt – Band 5
<b>POSITION PURPOSE</b>			
<p>The Branch Manager is responsible for attracting, retaining, and expanding customer relationships while delivering an exceptional customer experience. Provides leadership, coaching, and direction to their location. Delivers substantial financial results, while maximizing productivity, and developing team's professional growth. The Branch Manager is also responsible for increasing the Bank's presence in the local market through building professional partnerships. Accountable for operation of the branch which includes risk and compliance management.</p>			
<b>COMPETENCIES</b>			
<b>Communication</b>			
<p>Good listening skills; asks questions to ensure understanding. Explains reasoning behind own opinions. Shares knowledge, demonstrates openness and honesty. Writes and speaks effectively, states own opinions clearly &amp; concisely. Communicates complex/difficult messages in simplified terms. Uses a professional approach when communicating to others. Conveys ideas and facts orally and in writing - using language the audience will best understand. Articulates vision, motivates others to work towards achieving goals.</p>			
<b>Cooperation &amp; Teamwork</b>			
<p>Works harmoniously with others to get the job done, responds positively to instruction or procedures. Shares critical information with everyone involved in a project or work duty. Helps to set a tone of cooperation within the work group. When appropriate facilitates discussion before decision-making process is complete.</p>			
<b>Diversity</b>			
<p>Treats all people with respect; values diverse perspectives. Shows sensitivity to individual differences. Participates in diversity training initiatives Values and encourages unique skills and talents; seeks and considers diverse perspectives and ideas.</p>			
<b>Initiative &amp; Work Ethic</b>			
<p>Takes personal responsibility for the quality and timeliness of work, and achieves desired results. Adapts to changing business needs, conditions, and work responsibilities. Builds and maintains customer satisfaction with the products and services offered by the bank. Earns others' trust and respect through consistent honesty and professionalism in all interactions. Displays commitment and willingness to do what it takes / drive to excel Focuses on results and desired outcomes and how best to achieve them. Gets the job done. Maintains composure in highly stressful or adverse situations.</p>			
<b>Strategic Thinking</b>			
<p>Offers advice and creates plans based on analysis of issues and trends and how these link to the responsibilities, capabilities and potential of employees and the bank.. Positions the bank for success; shows creativity when defining solutions. Skilled decision maker, strategic thinker, motivates others to achieve desired results. Empowers others, but willing to make tuff decisions when required. Strategically manages project details, holds project owners accountable, and delivers results. Current understanding of technical processes/equipment uses technology to increase performance/productivity</p>			
<b>Management Leadership</b>			
<p>Align people, work, and systems with the business strategy to maximize employee engagement. Aligns team and systems with the bank's strategy; helps others identify key goals and use their talent to achieve goals. Promotes year-round performance feedback, ensures that direct reports have the support and tools to meet bank objectives. Engages employees in developing goals, executing plans, and delivering results. Uses negotiation skills and adaptability to collaborate success of outcomes. Applies effective conflict management strategies to assist in resolving complex or sensitive disagreements and conflicts with a positive outcome.</p>			
<b>PRINCIPLE ACCOUNTABILITIES</b>			
<ul style="list-style-type: none"> <li>– Accountable for maximizing branch revenue, sales, customer satisfaction while maintaining labor efficiency goals.</li> <li>– Developing, maintaining, and cultivating community and new business contacts with important market sources to enhance visibility and maximize business development opportunity.</li> <li>– Assisting customers with account inquiries by providing information and resolving issues.</li> <li>– Consulting with and advising customers during the Retail loan process.</li> <li>– Monitors employee activities, assist with problems, take action when necessary to ensure work quality standards are maintained.</li> <li>– Performs management responsibilities to include, performance appraisals, promotions and terminations.</li> <li>– Provides leadership, training, coaching and mentoring to staff to create a motivating environment; recognizing the success of employees.</li> <li>– Attending products, sales and compliance training as required.</li> <li>– Proficiently communicates with customers, co-workers, and other business contacts in a timely professional manner.</li> <li>– Ensuring compliance with appropriate bank, regulatory agencies and legal requirements.</li> <li>– Completes additional responsibilities as assigned to contribute to the overall profitability of the location.</li> </ul>			