

ASSISTANT BRANCH MANAGER

Job Description



DEPARTMENT: Branch

REPORTS TO: AVP, Branch Manager

POSITION SUMMARY

Assists Branch Manager in all phases of branch operations, and assumes responsibility for the branch in the Branch Manager's absence. Backs-up CSR line and acts as Lead CSR in his or her absence. Opens new accounts, assists customers with consumer lending needs, and is responsible for maintaining quality customer service.

ESSENTIAL DUTIES & RESPONSIBILITIES

Customer Service:

- Opens and closes the branch lobby.
- Answers customer or CSR questions and resolves customer issues.
- Matches customer needs with bank products.

New Accounts Representative:

- Responsible for opening new deposit accounts including; checking, savings, CDs, IRAs, safety deposit boxes, etc.
- Enters information on the computer system and processes proper paperwork.
- Follows all pertinent compliance regulations.

Lending:

- Must be available for appointments and customer walk-ins.
- Interviews customers and has ability to take applications for all consumer loans (Home equity, Second Mortgage, and installment loans, etc.).
- Responsible for following all pertinent compliance regulations.

CSR Activities:

- Backs-up CSR line during times of need.
- Covers Lead CSR duties in his or her absence.
- Assists with managing vault cash and other CSR needs.

Supervising:

- Works with manager to resolve personnel issues.
- Limited supervisory responsibility, however directly responsible for personnel concerns in the absence of the Manager.
- Assists in staff scheduling.

OTHER FUNCTIONS

- Assists in monitoring NSF activity, kiting and overdrawn accounts.
- Assists with staff training.
- Ensures security procedures are followed by branch staff.
- Maintains compliance and required compliance training with all banking laws, acts, regulations and bank policies and procedures.
- Any other duties, projects, and/or supervisory functions as assigned by Management.

REQUIREMENTS & QUALIFICATIONS

1. Education: High School Diploma required; Associates Degree or higher in business or related field preferred.
2. Experience: 2-3 years previous CSR and New account experience; lending experience helpful.
3. Specific Skills: Computer skills, above average communication skills, management skills.
4. Specialized Knowledge, Licenses, etc.: Familiar with compliance regulations; Notary; must be registered with NMLS.
5. Supervisory Responsibility, if any: Assists Manager in supervision of staff
6. Working Conditions (shift times, location, etc.): Bank Operating Hours including rotating Saturday schedule.

Employee Name (Print):

Employee Signature:

Date: