

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, is a consumer loan officer 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.

Loan Officer:

- 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.).
- Has loan authority in accordance with the loan policy and offers a second opinion on loans refused by other officers.
- 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 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 preferred.
2. Experience: 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.
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: