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**EE00004RT GRADE 13**

**Title:** Banking Center Manager

**Reports To**: Vice President, Banking Centers

**Status:** **[x]** Full Time [ ]  Part Time

 [x]  Exempt [ ]  Non-Exempt

**Basic Functions:**

Coach and lead all team members to provide exceptional customer service and to identify loan and deposit products and bank services to meet the customer’s needs. Provide team guidance to identify and refer potential clients to the Loan, Ag, Trust, Commercial and Investment Depts. Coach or counsel each team member on individual sales goals, bank objectives, customer service expectations and individual performance levels. Communicate to the team the bank’s profitability objectives. Assist customers and bank staff with questions and provide answers or solutions. Lead all team members to communicate effectively with customers and all bank staff in person and over the phone. Manage operational functions. Insure all procedures and policies are followed are in compliance with bank regulations, policies and procedures. Hold each team member accountable for results. Be involved within the community through specific organizations and special events.

**Essential Duties:**

* + Responsible for all operational and sales functions and team members within the banking center
	+ Coach or counsel each team member on individual sales goals, bank objectives, customer service expectations and individual performance levels
	+ Excellent loan and deposit product and bank service knowledge and understand other areas of the bank by all team members, provide training as needed
	+ Provide team guidance and training to identify and sell loan and deposit products and bank services to current customers and noncustomers to enhance bank profitability
	+ Provide team guidance and training to identify and refer potential clients to the Loan, Ag, Trust, Commercial and Investment Depts., provide training as needed
	+ Meet or exceed monthly branch and individual sales goals
	+ Meet and communicate to the team the branch profitability objectives of the bank
	+ Interview potential loan applicants, accept loan applications, underwrite and close loans
	+ Direct the banking center within all bank regulations, policies and procedures, provide training to staff
	+ Handle customer concerns and questions in a professional, timely manner
	+ Responsible for hiring, developing and retaining the right team members
	+ Address the physical security of the team members, clients and banking center
	+ Hold a banking center meeting monthly with all team members

Maintain current knowledge of applicable laws, regulations and issues related to the retail operations.

Assist the compliance officer in preparing for audits and regulatory examinations.

Provide timely responses to examinations and audits. Assist the compliance officer in developing and implementing plans for correcting deficiencies noted in examinations and audits.

Conduct all duties in compliance with applicable laws, regulations, and Bank policies and procedures.

**Knowledge, Skills and Abilities:**

* Excellent customer service expectations
* Ability to follow policies and procedures
* Work with computers at the intermediate or expert level
* Ability to multi-task
* Oral and written communication skills
* Proven sales skills and desire to meet sales goals as a team
* Leadership and supervisory skills
* Problem solving skills
* Decision making skills
* Good listener

**Training and Experience:**

* A Bachelor's degree or closely related experience is required.
* Prior management
* Prior banking and sales experience
* Familiar with bank regulatory compliance

**Position Requirements:**

* + Outgoing and enthusiastic personality
	+ Accuracy and attention to detail
	+ Knowledge of window based programs and computer keyboard
	+ Strong oral and written communication skills
	+ Branch team must identify and sell loan and deposit products and bank services to current customers and noncustomers to enhance bank profitability
	+ Branch team must identify and refer potential clients to the Loan, Ag, Trust, Commercial and Investment Depts.
	+ Enjoy working with the public
	+ Confidential, high degree of integrity
	+ Portray a professional image of self, team and branch
	+ Function as a Customer Service Associate (CSA) and Relationship Banker as needed
	+ Willingness to accept ongoing projects as necessary

Updated: July 2021