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**HH0001RT**

**GRADE 11**

**Title:** Assistant Banking Center Manager

**Reports to**: Banking Center Manager

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

 [x]  Exempt [ ]  Non-Exempt

**Basic Functions:**

The **Assistant Banking Center Manager** assists in coordinating the day-to-day operations and activities of the banking center and its personnel. Ensures the center is running effectively and efficiently by providing ongoing support, training, coaching and motivation. Maintains a focus on building and deepening customer relationships and helps ensure that banking center personnel promote an environment conducive to generating outstanding customer experiences.

**Functions:**

This role supports the Banking Center Manager in the day-to-day operations of the Banking Center.

Supervises, develops and leads CSA Supervisor and Relationship Bankers providing on-going support, training, coaching in the moment and feedback. Coach or counsel colleagues on sales behaviors and customer service expectations and holding each colleague accountable for results. Conducts performance reviews for direct reports.

Utilize sales techniques to deepen existing customer/prospect relationships. Recognize cross-selling opportunities for other bank services.

Develops strong partnerships with colleagues in other departments in order to foster an internal referral network for customers.

Meet or exceed monthly individual deposit and consumer lending goals. Support Banking Center Manager in motivating team to meet or exceed goals established for the banking center.

Act as a role model to all colleagues setting the standard and level of professionalism and excellence in going above and beyond in providing exceptional customer service. Uphold established Hickory Point Bank Service Excellence Standards.

Portrays a professional image of self, team and banking center; an outgoing and enthusiastic personality.

Follow through and provide answers and solutions to concerns and questions received from customers and colleagues in a timely manner.

Serve as a Customer Service Associate or a Relationship Banker when needed.

Identify and implement opportunities for innovation and efficiency.

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

**Qualifications:**

Two to three years of retail banking or sales experience with personal banking experience preferred

Demonstrated effective leadership, sales, customer service, and communication skills

Effective coaching and training skills

Previous banking experience in a supervisory role preferred

Previous cash handling experience preferred

High school diploma

**Physical Demands and Working Conditions:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job, as needed and required, which may include ability to lift 25 pounds.

While performing the duties of this job, the employee is regularly required to see, talk or hear. The employee frequently is required to stand for extended periods of time; walk; use hands to finger, handle or feel; and reach with hands and arms. Ability to drive and travel to another banking center location, as needed.

**Must be available to work when banking center is open, including weekends and after-hour events, as needed. Hours may vary based upon business need.**

**Other Duties:** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities. Duties, responsibilities and activities may change at any time with or without notice.