

ABC Financial Institution

JOB DESCRIPTION

Associate:

Position: Assistant In-Store Branch Manager

Reports to: Branch Manager

Updated:

Position Summary: The Assistant In-Store Branch Manager is an individual with a broad range of management, sales, marketing and leadership skills. He/she will be responsible to assist in leading, planning, managing, and evaluating branch sales while growing profits. They will act in the role as In-Store Branch Manager as necessary.

Primary Job Responsibilities:

- Assist with responsibilities related to organizing, planning, directing and managing the daily operation of assigned branch to achieve financial institution goals.
- Ensures that customers/members are promptly and professionally served. Must be a champion of service and sales.
- Possesses working knowledge of all branch positions and performs the duties of those positions as necessary.
- Develop and support best practices to continually improve sales, service and operational duties.
- Assist with all aspects of branch security and safety: opening/closing procedures, robbery procedures, changing all-clear signal on a regular basis, alarm testing, etc.
- Uses system reports and other tools to drive branch growth (new accounts, deposits, loans, cross selling, etc.)
- Develop each staff member assigned to branch to perform professionally and efficiently.
- Develop and coach business development activities.
- Assist with regular promotional campaigns to attract new customers/members.
- Assist with establishing and maintaining a strong working partnership with retail management and team.
- Must be able to perform a broad range of duties
- Support the Mission, Values, and Promise of the Financial Institution.
- All other duties as assigned.

Secondary Job Responsibilities (may include):

- Actively participate in community events.
- Utilize FSI's Members Only Website, The Smart Cart for ideas and tips.
- Utilize FSI's Bi-Monthly Newsletter, *The In-Store Advantage*; *Monthly Advantage Podcast*; *Quarterly SuperMarketing Calendar*.

- Assist with social media presence.

Qualifications:

- A strong and proven work ethic.
- Excellent written and oral communication skills.
- A competitive and proactive nature.
- Adaptability and flexibility with work schedules.
- Proficient in Microsoft Office (e.g., Outlook, Word, PowerPoint, Excel).
- Willing and capable of learning new technology.
- Experience in Financial Services and/or Retail.
- Exhibits creativity, innovation and extreme attention to detail.
- Experience with in-store banking sales and leadership development.
- Two year college degree or equivalent work experience.
- Ability to meet deadlines in a timely manner.