

ABC Financial Institution

JOB DESCRIPTION

Associate:

Position: In-Store Branch Manager

Reports to: Regional Branch Manager

Updated:

Position Summary: The In-Store Branch Manager is an individual with a broad range of management, sales, marketing and leadership skills. He/she will be responsible to lead a sales oriented team while taking responsibility for the overall operational and growth success of the branch.

Primary Job Responsibilities:

- Organizes, plans, directs and controls the daily operation of an assigned branch to achieve financial institution goals.
- Ensure that customers/members are promptly and professionally served. Must be a champion of service and sales.
- Possess working knowledge of all branch positions and performs the duties of those positions as necessary.
- Oversees 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.)
- Responsible for management, sales, marketing and leadership with an ability to lead a sales oriented team.
- Hire, schedule, train, supervise, and evaluate all personnel assigned to branch.
- Establish and coach business development activities.
- Conduct regular promotional campaigns to attract new customers/members.
- Establish strong working partnership with retail management and team.
- Have the ability to perform a broad range of duties ranging from soliciting and writing of loans to operating a teller window if necessitated.
- Support the Mission, Values, and Promise of the Financial Institution.
- All other duties as assigned.

Secondary Job Responsibilities (may include):

- Monitor department budget.
- 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.
- Four year college degree or equivalent work experience.
- Ability to meet deadlines in a timely manner.