



Job Title: *Branch Manager or Branch Officer* role
Department: Branch Operations
Location: *Mason* Branch Office
Reports To: Christina Harris, Vice President of Branch Administration
FLSA Status: *Full Time Salaried Non-Exempt or Full Time Salaried Exempt*

Summary: The Branch Manager or Branch Officer's primary charge is to provide leadership to his or her team, to provide a high level of personalized service to his or her clients, and to increase the performance of his or her assigned branch office location.

Essential Duties and Responsibilities:

- Create an environment of professional, courteous, efficient and friendly service to both customers and staff
- Set the example and lead a team to grow the branch and build relationships using and coordinating efforts with the following resource experts:
 - Commercial Lending Team
 - Mortgage Lending Team
 - Consumer Lending Team
 - Treasury Management Team for Cash Management & RED
 - Investment Services Team
 - Trust Team
 - Merchant Services Team
- Coordinate and participate in the development of branch personnel you supervise, mentor and lead. Duties include but are not limited to:
 - Setting a good example with your own work ethic
 - Developing a written game plan for each employee you supervise which fulfills branch development goals
 - Coordinate with other offices, departments, the bank trainer or training committee to provide professional growth experiences.
 - Provide regular feedback to employees of their progress
- Maintain a high level of confidentiality to protect the customer and the Bank
- Actively pursue and participate in community activities and build fruitful partnerships with local agencies and organizations
- Partner with the HR, Talent & Development team in the following processes:
 - Recruitment and hiring process
 - Performance review process
 - Merit increase and bonus recommendation processes
 - Goal-setting and development planning for your respective employees
- Play an active role by setting an example and coaching staff to actively pursue referral opportunities to all areas of the bank
- Maintain the operations of the branch at a high level of performance by being timely, accurate and efficient with all daily, weekly and monthly activities. Meet or exceed standards in all areas of audits performed both by branch staff and other third parties
- Coordinate all branch operational duties and maintain a high level of accuracy and efficiency
- Other duties and responsibilities assigned as required to meet branch and overall Bank business needs

Job Competencies/Skills Required:

- Excellent written and verbal *Communications* skills
- Excellent *Leadership* and *Teambuilding* skills
- Enthusiastic *Cooperation* and *Collaboration* with others, both inside the office and outside the bank
- Maintain *Professionalism* in appearance of yourself and your office environment as well as in demeanor and behaviors; hold team accountable to the same
- Exceptional *Orientation to Detail* for self and team
- Excellent track record of *Accuracy* and *Efficiency* with ability to hold team accountable to standards
- Detailed functional knowledge of *Microsoft Office*
- Model all expectations in *Dependability* and *Flexibility* as well as *Client Engagement* standards

Qualifications/Education/Experience:

- Assistant Branch Manager or Branch Manager experience (or equivalent supervisory, management, or leadership background) required
- College degree preferred
- High school diploma or GED equivalent required