

Branch Officer - Manager

Department: Branch Operations

Location: Branch

Essential Duties and Responsibilities include the following. Other duties may be assigned to meet business needs.

- Create an environment of professional, courteous, efficient and friendly service to both customers and staff.
- To set the example and lead a team to grow the branch and build relationships using and coordinating efforts with the following resource experts:
 - o Commercial Lending Team
 - o Mortgage Lending Team
 - o Consumer Lending Team
 - o Treasury Management Team for Cash Management & RED
 - o Investment Services Team
 - o Trust Team
 - o Merchant Services Team
- To coordinate and participate in the development of branch personnel you supervise, mentor and lead. Some duties include but are not limited to:
 - o Setting a good example with your own work ethic.
 - o Developing a written game plan for each employee you supervise which fulfills branch development goals.
 - o Coordinate with other offices, departments, the bank trainer or the training committee to provide professional growth experiences.
 - o Providing regular feedback to the 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 organizations.
- Participate with other Human Resource related duties including:
 - o Participate in the hiring process
 - o Give feedback on pay increases.
 - o Help set goal and determine bonus amounts for employees you supervise
 - o Complete performance reviews for your 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 by being timely, accurate and efficient with all daily, weekly and monthly activities. Maintain a high standard of all audits performed both by branch staff and other third parties.
- Coordinate all branch operational duties and maintain a high level of accuracy and efficiency.

Qualifications:

- Excellent written and verbal communications skills.
- Excellent Leadership and Team Building skills.
- Enthusiastically cooperate with others both inside the office and with other areas of the bank.

- Maintain a professional appearance for yourself and your office environment which project positively the LCNB culture.
- Exceptionally oriented to detail for yourself and your team.
- Detailed functional knowledge of Microsoft Office

Education/Experience:

- High School diploma or GED equivalent required
- College Degree preferred
- Leadership/Management/Supervisor Education and/or Experience