



**JOB DESCRIPTION: Branch Manager 3**

**Objective:**

This Branch Manager could be responsible for managing multiple branches and/or branch managers to meet the branch objectives, oversees adherence to policies and procedures, and the overall profitability of the branch. Originates small business, mortgage and consumer loans. Performs business development activities. Maintains and works to build new relationships within the local community.

**Classification:** This is a Full Time exempt position and reports to the Director of Marketing and Retail Banking.

**Job Location:** Westfield Branch and Loan Processing Office, Hamilton County

**Supervisory Responsibilities:** Responsible for staffing 7-10 employees directly and indirectly.

**Essential Functions:**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Manages the Branch Offices in order to meet the financial services needs of customers in the assigned community market area.
- Ensures that the branch offices are properly staffed with adequate and competent staff that are trained to meet customer service needs as well as sales objectives.
- Support assigned branches with training and development.
- Works with management in establishing growth, sales, and profit objectives for the offices; provides input to these objectives and to the manner in which performance will be measured and controlled.
- Provides for the proper security, maintenance, and cleanliness of the offices; supervises the opening and closing of the building and vault; makes necessary provisions for the securing and accounting of negotiable papers.
- Maintains records and prepares required monthly reports.
- Monitors overdrawn checking accounts and delinquencies.
- Makes certain that all customer service personnel are adequately trained both with respect to product knowledge and selling techniques.

- Conducts regularly scheduled (at least monthly) sales and customer service meetings; actively encourages staff to build customer relationships. Ability to interact with management team.
- Serves as an active member of the offices customer service team and is held accountable for branch sales performance; refers customers to other Bank departments as appropriate.
- Implements strategies to achieve goals assigned to the office as established in the Bank's overall strategic plan.
- Cooperates with practices in support of risk management and overall safety and soundness and the Bank's compliance with all regulatory requirements; ensures that the offices and all personnel adhere to the same.
- Assists in the selection of new personnel as appropriate, make provisions for the proper orientation and training of new personnel, and review employee performance throughout training period.
- Organizes, schedules, distributes work among assigned personnel, and approve hourly time records.
- Communicates with the Retail Banking Manager, other office managers, and appropriate staff personnel in order to integrate goals and activities; attends required meetings as assigned.
- Keeps personnel informed of pertinent policies and procedures affecting the office and/or their jobs; creates an atmosphere in which upward communication from employees is encouraged.
- Provides periodic reports to the Retail Banking Manager and other groups as required throughout the Bank.
- Actively participates in community organizations and activities in a manner which reflects favorably on the Bank.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Qualifications:**

- Minimum of 5-7 years of Managerial experience and progressive experience in banking, sales, or other related industry
- Strong listening, verbal, and written communications skills
- A thorough knowledge of federal and state regulations pertinent to branch office operations
- Ability to develop and retain relationships within the market area

**Education:**

- Bachelor's Degree in Business, Accounting, Finance, or related field preferred.