



Branch Administrator

JOB PURPOSE and SUMMARY

The Branch Administrator will be responsible for all aspects of the management of the area branches to ensure effective and efficient operations, quality of customer service, and compliance with existing regulations and policies. The Administrator will ensure that products and services are promoted and will be directly responsible for customer service at the branch level.

This position will serve as a direct liaison between the operations at each branch and other departments within the Bank. The Administrator will work closely with Deposit Operations, IT, Accounting/Finance and Human Resources to ensure activities are coordinated and occur smoothly and without incidence.

The Administrator is responsible for all branch operations staff and as such will ensure that appropriate training, employee evaluation, and all other activities are scheduled and conducted in accordance with Bank policies and procedures.

ESSENTIAL FUNCTIONS

- Ensure compliance with the company's policies and procedures, standards, and regulations.
- Establish strategic planning parameters and monitor compliance with goals and objectives.
- Coordinate and monitor all staff in performance of daily activities, to include:
 - providing administrative and logistical support
 - identifying and scheduling training sessions in each branch
 - assisting in the recruitment, selection, and training of new branch employees
 - monitoring and evaluating the effectiveness of all programs within the branch.
- Develop and monitor budgets.
- Provide mentoring and coaching to support and develop managers and staff.
- Identify personnel needs within each branch, and coordinate with HR for job openings, internal postings, and external ads as needed.
- Keep abreast of changes in the area's local economy and make recommendations to management such that the bank can react to changes in a way that maintains competitiveness.
- Respond to technical and operational questions or problems from staff; make appropriate referrals, recommendations, suggestions, etc.
- Identify areas for improvement, changes in procedures, new developments, or changes in services or products.
- Establish and execute branch audits of cash drawers and vaults.
- Participate at conferences and other social events of the bank branches.
- Follow all bank and regulatory compliance related policies and procedures, including Bank Secrecy Act/Anti-Money Laundering, reporting suspicious activity to the BSA Officer, and additional BSA job functions as required by job.
- Communicate goals and direction with branch managers to ensure clear understanding of rules, regulations, requirements, and expectations.
- Implement and monitor procedures to comply with governmental rules and regulations; work with other department managers to maintain consistency in the bank's policies and procedures; and help develop and apply new policies and procedures as necessary for compliance or strategic reasons.

EDUCATION/TRAINING

- At least seven years of work experience in a financial institution, preferably in a branch management role.
- Comprehensive knowledge of financial service industry products, operations, and procedures.
- Knowledge of local, state, and federal laws and regulations as they apply to financial institutions.

QUALIFICATIONS/KNOWLEDGE/ABILITY/SKILLS

- Competencies should include technical skills, communication proficiency, customer focused presentation skills, business acumen, personal credibility, project management, leadership, and management skills.
- Knowledge of financial institution branch operations.
- Excellent organizational, time management, problem prevention and problem-solving skills.
- Ability to convey detailed information and instructions clearly, write reports, correspondence, and procedures.
- Ability to deal with complex problems involving multiple facets and variables in non-standardized situations and gather, assemble, correlate, and analyze data and develop solutions as needed.
- Ability to use resources to problem-solve.
- Highly developed interpersonal skills, coaching skills, and team leadership skills.
- Professional attitude and appearance.
- Availability to travel within the branch network.

SUPERVISORY RESPONSIBILITY

This position includes supervisory responsibilities.

WORK ENVIRONMENT

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

TRAVEL

This position supports 12 branches across a three-state network. Traveling between the locations will be a large part of this position.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms.

POSITION TYPE/EXPECTED WORK HOURS

This is a full-time position. Days and hours of work are generally Monday through Friday, and possibly Saturdays. There will be occasions which may require extended time or after-hours commitment.