



Location: Upstate South Carolina

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## **“ROCKSTAR POSITION” The Ultimate Career Opportunity – Retail Banking Manager**

### **JOB PURPOSE and SUMMARY**

The Rockstar - Retail Banking Manager will be responsible for the management aspects of all the bank's retail banking operations. These aspects include but are not limited to the management of banks twelve current and future branches to ensure effective and efficient branch and deposit operations, support branch loan opportunities, training, and cross training of associates, all while providing exceptional customer service, and compliance with existing regulations and policies.

### **VISION:**

- We are on a mission to provide excellent customer service.
- The vision we live by is “Every customer brings all their business and family and stay for life.”
- We take our culture seriously – it is everyone's job, and we hold each other accountable for keeping our workplace great.
- We frequently celebrate our successes.
- We are committed to making our communities better.
- Every team member expects their co-workers to be the “Best of the Best.”

### **ESSENTIAL FUNCTIONS:**

**This Rockstar Employee will possess the following background experience, skills, and attributes:**

- Must be high energy and desire to provide exceptional customer service.
- The ability to welcome constructive criticism and to deliver it.
- Welcomes change and seeks growth opportunities.
- Accountable and responsible – no excuses or whining!
- Must possess a “can do” attitude with all tasks they encounter.
- Initiative to own responsibility for areas beyond their basic job duties.
- Meticulous and focused on completing work of the highest quality.
- Open communication and staff camaraderie.
- 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.



*We know what matters.*

- 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.
- Responsible for implementing, supporting, and monitoring performance measures related to the Bank's on-going sales culture initiatives.

#### **EXPERIENCE REQUIRED:**

- At least seven years of work experience in a financial institution with leadership experience of multiple locations required.
- Comprehensive knowledge of financial service industry products, operations, and procedures.

#### **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 critical thinking skills.
- Ability to convey detailed information and instructions clearly, draft reports, correspondence, and procedures.
- Always doing the right thing, even when no one is watching.
- Being the best version of yourself.
- Building strong relationships with every person you interact with.
- 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.
- Professional attitude and appearance.
- Most importantly, being initiative-taking in seeking what might be missing and making it happen to ensure our banking family is successful in everything we do!

**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 REQUIREMENTS**

Dependent upon current needs to support a network of twelve branches

**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.