



Location: Johnson City, Tennessee

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## **BRANCH MANAGER**

### **JOB SUMMARY and PURPOSE**

The Branch Manager is responsible for overseeing the day-to-day functions of the Branch and the staff and must ensure implementation of policies and procedures to achieve company objectives. The Branch Manager must coach and motivate staff to recognize and fulfill individual and Branch sales and service expectations and should meet his/her own individual sales goals and service expectations. This individual should identify and meet the needs of the Bank's existing and prospective customers and is ultimately responsible for all functions of the bank. These include but are not limited to answering inquiries regarding accounts (deposits & loans), opening new accounts, offering consumer loans, and assisting with customer complaints.

### **ESSENTIAL FUNCTIONS**

- Manage all aspects of the Branch including staff, customers, and the building and grounds.
- Develop the Branch staff and create a team atmosphere within the assigned branch and between branches.
- Develop and maintain banking relationships with potential clients, existing customers, and community organizations.
- Assist in building a working environment with clear goals, constant communication, feedback, and recognition.
- Develop, manage, and communicate an annual branch budget.
- Provide feedback to management regarding marketing ideas and sales efforts.
- Participate in training of staff, evaluation of performance, and recommendations of appropriate action regarding promotions or any disciplinary action.
- Assist in developing and maintaining an engaged and accountable workforce.
- Oversee the opening and closing of the Bank, the weekly work schedule of the employees, and perform security routines.
- Assist in ensuring the staff is following proper procedures and guidelines set forth by the bank.
- Assist in the training and motivation of staff in cross-selling of the bank's products and services to strengthen customer relationships.
- Ensure that staff completes all required training.
- Seek consumer loan applications and provide appropriate follow-up.
- Communicate and track goals associated with Branch performance.
- Represent the Company in public relations activities and community events.
- Maintain a professional appearance among staff, and when representing the Bank.
- Maintain (with the Facilities Manager) the branch facility and grounds.

### **QUALIFICATIONS**

- ◆ Bachelor's Degree from an accredited College or University preferred. Equivalent Banking Industry experience may be considered.
- ◆ Minimum three years supervisory experience in a financial institution.
- ◆ Consumer lending experience, i.e., Auto, motorcycle, RV, mortgage, home equity.
- ◆ Excellent communication and interpersonal skills.
- ◆ Detailed knowledge of all compliance and Banking regulations, and willingness to comply.
- ◆ Knowledge of Branch procedures and policies.
- ◆ Ability to manage and motivate staff including training and evaluation.
- ◆ Successful completion of all required in-house training programs upon hiring.

- ◆ Willing to comply with all Bank policy, procedures, and regulations.

Please note this job description may not 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.

**SUPERVISORY RESPONSIBILITIES:**

This position will supervise the employees of the retail branch.

**WORK ENVIRONMENT and PHYSICAL DEMANDS:**

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.

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 HOURS OF WORK:**

This is a full-time position. Days and general hours of work are Monday through Thursday, 8:00 a.m. to 5:30 p.m. and 8:00 a.m. to 6:30 p.m. on Friday. Additional hours may be required, including weekends.