

Branch Manager

The primary responsibilities of the Hantz Bank Office Manager are to oversee the daily operations of the branch as well as the staff assigned to this location. This includes ensuring that effective customer service is delivered and the customers are directed to the appropriate products in addition to being responsible for the overall compliance with operations of the office in accordance with Bank policy and procedure.

Responsibilities Include:

- Supervises the staff, may include scheduling, performance reviews, leadership, training, performance counseling, praise and disciplinary action, etc.
- Participates actively in deposit goal setting and deposit portfolio analysis as part of the annual budget process.
- Monthly Branch meetings, sales training, branch updates, product updates.
- Accountability to meet approved budget numbers
- Administers weekly and monthly sales and branch reports.
- Conduct one-on-one as well as group sales presentations.
- Administers monthly cash audits, CSR cash levels and overage reporting
- Administers all exception items including cash items, file maintenance, proof corrections, and business corrections
- Participates actively in various community and business organizations in your area community
- Responsible for ensuring the balancing of vaults and ATM's and all branch cash
- Ensures office cash and branch operations are in compliance with bank procedures, policy, and internal audit controls
- Remains current on product features, computer systems capabilities, and compliance issues and modifies procedures, policies, and products as necessary
- Functions as FSR/PBR as need to include: teller transactions, open, close, and maintain deposit products and related services as needed. Cross sells products when appropriate. Open and closing of the branch following all bank and security procedures.
- Provide service to walk-in customers as well as phone-in customers as needed
- Attends Retail necessary training as applicable
- Directly supervises the branch staff
- Interview, hire and train employees
- Plan, assigning and direct work
- Appraise the performance of employees discipline employees
- Address complaints and resolve problems
- All other duties as assigned

Education/Knowledge & Skills:

- Bachelor's degree (B.A.) from four-year college or university; or one to two year related experience and/or training; or equivalent combination of education and experience.
- Ability to perform each essential duty satisfactorily.