



JOB DESCRIPTION

JOB TITLE:	Office Manager	JOB GRADE:		FLSA:	Exempt
BRANCH/ DEPT:	Branch	REPORTS TO:	Branch Manager or BDO	REV. DATE:	7/9/14

SUMMARY:

Plan, organize, and oversee branch operations, activities, and staff to ensure all transactions are completed in an accurate and timely manner.

PRINCIPLE ACCOUNTABILITIES:

- Plan, organize and oversee the activities of the Branch Staff to ensure all transactions are completed in an accurate and timely manner to ensure the smooth overall operation of the Branch.
- Assist in the hiring and training of new Associates.
- Continually strive to create profitable business by selling as many of the Bank's products and services as possible.
- Represent the Bank within the community by developing and promoting additional business.
- Actively cross sell the Bank's products and services in a professional manner.
- Develop new accounts and additional business from existing customers through direct solicitation and calls.
- Answer questions and resolve problems for customers and Branch Staff in a professional manner by identifying the problem, collecting data, securing answers and reporting results to the inquiring party.
- Solicit customer input concerning satisfaction levels and communicate findings to the Branch Manager and coach any necessary corrective activities to the Branch staff on a regular basis.
- Effectively supervise, motivate and utilize Branch staff to ensure that all Branch operations and internal controls are completed in an accurate and timely manner according to the Bank's Operations Policies and Procedures Manual.
- Delegate and assign responsibilities to Branch staff and ensure adequate training.
- Review all documentation pertaining to the Bank's internal control checklist on a monthly, quarterly, semi-annual, and annual basis.
- Conduct Performance Reviews for all Branch Staff reporting to this position.
- Conduct monthly surprise cash audits for all staff members including the vault and ATM.



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- Review adherence to Bank Policies and Procedures periodically for each staff members' assigned duties and responsibilities.
- Responsible for maintaining adequate controls on all operational functions within the Branch that fall under the review of the Internal Audit Staff.
- Ensure that Branch security is maintained in accordance to established Bank Policy. Conduct and document monthly Security Meetings.
- Review and monitor all Branch reports for accuracy and timely completion of assigned duties (i.e., NSF, overdraft, kite suspect, etc.)
- Provide guidance and training for other staff members and monitor completion of CBE courses for all staff members.
- Maintain a current knowledge of regulations and Bank Policies affecting operations, security, and loans.
- Maintain open and positive communication with direct Supervisor, Operations, Loan Administration, Human Resources, Training, Marketing and other Branches to ensure prompt, professional and responsive service.
- Assist the Branch Manager and/or Business Development Officer in meeting the production and performance goals of the Branch. Assist with the loan closing process (i.e., loan packaging, closing, post-closing duties and documentation exceptions) or daily operations for the various loan portfolios (i.e., internal controls and monthly reports).
- Interview potential loan customers.
- Insure loans are submitted to Loan Administration are documented properly and the files contain all required information.
- Collect past due loans as assigned.
- Assist in the correction of all loan exceptions in a timely manner.

BASIC QUALIFICATIONS:

- High School diploma or GED with 3 years of banking experience in a supervisory position.
- Supervisory experience in a customer service/sales environment.
- In-depth knowledge of branch operations, including the teller and customer service function.
- Ability to influence, motivate and coach others through knowledge of bank operations.
- Ability to interface (orally and in writing) with all levels of associates and customers in a professional and diplomatic manner.
- Knowledge of bank deposit, credit, loan, and non-retail products.



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- Strong selling, referral, and service skills to effectively sell the Bank's products.
- Strong computer skills.
- Ability to handle confidential or proprietary information.
- Ability to identify, think through and solve problems accurately and efficiently.
- Ability to manage multiple priorities.

PREFERRED QUALIFICATIONS:

- Bachelor's degree.
- 5 years of banking experience in supervisory position.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Affirmative Action/Equal Opportunity Employer