

Branch Manager (Full-Time) for The Piedmont Bank –Norcross Branch (EEO/F/M/Veteran/Disabled)

The Branch Manager position is an integral part of our business that interacts with other employees and customers daily. This position supervises all retail positions including Teller, Head Teller and Personal Bankers.

Essential Functions include - Customer relations; problem solving internally; customer complaints; and refer clients to correct staff. Handle customers in a polite and calm manner to address their needs. Increase customer satisfaction and minimize negative impact to the company. Transfer funds for clients; Accept and issue stop payments; open/close Safe Deposit Boxes (SDB); Open/close the branch; Check ATM area daily; Knowledge to read & provide reports (credit bureau, OFAC, eFunds, CTR/BSA reports); review with decision for NSF. Product knowledge and ability to cross sell products; Quote deposit rates. Review/approve new account packages; Update/maintain new account exception log. Approve/maintain time cards, attendance controller and vacation request. Conduct Employee Performance Reviews and discipline as needed. Approve teller overrides; review account exceptions; approve invoices; manage office supply requests; approve wires; perform account maintenance. Maintain branch schedules to make sure fully staffed. Perform monthly audits (SDB, surprise security, etc.). Consumer Lending to include unsecured loans, personal lines of credit, auto loans, and home equity lines of credit. Monthly Board reporting; Perform quarterly security meetings/training; and Report policy exceptions to Retail Manager as they occur. Remote Deposit Capture (RDC) knowledge to train clients and assist with eBanking and RDC support.

Screenings will include credit and background checks. 41 C.F.R. 60-300.5(a) 12 41 C.F.R. 60-741.5(a)7

Contact becky.litsky@piedmontbankonline.com for application, voluntary Self-Identification and Self-Identification Disability forms.