



**Position Title:** Assistant Branch Manager

**Reports To:** Branch Manager

**FLSA Class:** Exempt

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**Purpose:**

The Assistant Branch Manager assists and supports the Branch Manager in leading associates to meet and exceed performance targets, ensuring the operational excellence of the branch, and creating a superior customer experience. The ABM provides industry-leading service while assisting with and supporting all aspects of sales, service, and transaction activity in the branch. Individual sales goals are assigned based on branch opportunities and needs.

**Responsibilities:**

- Provide direction and leadership to branch teammates with emphasis on:
  - Providing industry-leading customer service.
  - Achieving branch and individual sales, service, and referral goals.
  - Operating in a team environment where duties include a mix of management, sales/referrals, and transaction responsibilities.
  - Assuming responsibility for total branch in absence of manager.
- Provide operations oversight, ensuring compliance with policies and procedures.
- Ensure compliance with internal controls, operational procedures, and risk management policies.
- Supervise branch teammates by participating in performance reviews, selection, and performance coaching.
- Assume responsibility for sales and service activities, to include assisting clients on platform and teller transactions
- Manage the operational needs of the branch to include teammate readiness, compliance with policies and procedures, security standards, and BrandStrong Service Standards.
- Assist customers in their selection of accounts and financial services.
- Model proficiency in consultative client conversations.
- Interact confidently with clients with the ability to identify, evaluate, and resolve their financial needs.
- Perform all teller functions: process deposits, cash checks, accept payments, and issue negotiable items.

- Provide Safe Deposit Box accounting oversight.
- Provide input to Branch Manager regarding teller and platform performance issues and reviews.
- *Time spent in various aspects of this role will vary depending upon branch traffic and needs and the role of other teammates in the branch. Work schedule may include Saturdays.*

**Compliance Accountability:**

- Responsible for compliance with all regulations, laws, and bank policies and procedures that pertain to your day-to-day job responsibilities
- Responsible for maintaining a working knowledge of all compliance regulations pertinent to your assigned duties by timely and successful completion of any courses assigned
- Responsible for participating in BrandBank's community development program at least one day each year
- Responsible for adhering to BrandBank's Code of Professional Ethics and Conduct, as well as observing and promoting compliance with the Code among fellow bank personnel, customers, and vendors

**Experience:**

- High school diploma or equivalent
- Two years retail sales experience, or 18 months financial sales and service experience, with demonstrated consistency in meeting sales goals
- Cash handling or payment transaction experience
- Preferred: Two years experience in a customer service and/or financial sales role with previous managerial responsibilities, or combined experience as a Lead Service Associate and/or Personal Banker at BrandBank, or comparable role at another financial institution

**Skills:**

- Demonstrated ability to interact confidently with clients and ability to identify, evaluate, and resolve client financial needs
- Excellent verbal and written communication skills
- Willingness and ability to follow instructions and work under established guidelines
- Proficiency in Word, Excel, PowerPoint, and other content development tools

*BrandBank is an Equal Employment Opportunity (EEO) employer and welcomes all qualified applicants. Applicants will receive fair and impartial consideration without regard to race, sex, color, religion, national origin, age, disability, veteran status, genetic data, or religion or other legally protected status.*