



**JOB TITLE:** Branch Operations Manager/Cash Management Manager

### Job Summary

The Branch Operations Manager/Cash management Manager will run the day-to-day operations of the Banking Center, including client service, branch operations, and employee coaching and guidance. This person will be the main contact point for both Deposit Operations and the Retail and Deposit Operations Director. This person is also responsible for all operational and customer support functions for new and existing Cash Management clients. Operations and inside sales and service are the two key emphases of this position.

### Job Responsibilities

- Manage branch staff and ensure that daily staffing and scheduling is in place to cover all aspects of the Banking Center operation.
- Act as a personal banker when necessary and open accounts and serve clients. Resolve client service issues or requests including: wire requests, account transfers, line of credit draws, among others.
- Provide for a pleasant and supportive work environment for employees with continuous feedback and coaching for improvement in service and sales.
- Review daily new account openings, and reports, to become familiar with new clients and that the appropriate account set up and documentation is in place, and that the bank's marketing campaigns are being followed (i.e., On-Boarding).
- Manage the Banking Center initiative in clearing deposit documentation exceptions and ensuring that system corrections are accomplished as quickly as possible on known account set-up errors discovered by Deposit Operations. Contact clients on CRISS alerts, deficit balances, Reg D violations, etc., and provide written response to Deposit Operations. Ensure that the tellers balance each day and the proof work is in place and prepared for courier pick-up.
- Operate a teller drawer when necessary
- Ensure branch audits receive a satisfactory rating.
- Manage branch security including overall security of the vault. Manage key controls and/or night drop controls if necessary. Ensure that dual control procedures are adhered to on a daily basis.
- Manage all operational and customer support functions for the banks Cash Management Program, to include, Business Online, RDC, ACH, policies, procedures and software updates and changes.
- Ensure required cash management client audits are performed in a timely manner.



- Complete all necessary documentation for new and existing clients who require Business Online access.
- Ensure Electronic Banking audits and Risk Assessments receive satisfactory ratings.
- Perform other duties and special projects as assigned.

### **Job Qualifications**

- Minimum of 5 years retail banking experience, including an assistant branch manager position.
- Minimum of 5 years experience working with Fiserv banking software and systems.
- Strong working knowledge of branch operations and branch compliance.
- Working knowledge of Cash Management services.
- Experience in sales coaching and training.
- Must have managed a team before.
- Must possess excellent verbal and written and interpersonal skills
- Must have good organizational skills preferred
- Ability to use Microsoft Word, Excel and basic computer software
- Must have high level analytical skills, knowledge and application of banking regulations
- Must be detail oriented
- Perform other job functions as needed or required

### **Equal Employment Opportunity Statement of Policy**

The Bank is an Equal Opportunity Employer committed to diversity in the workplace. It is the policy of the Bank to provide equal employment and advancement opportunities to all qualified individuals. The Bank does not discriminate against any qualified employee or applicant on the basis of race, color, sex, religion, national origin, disabled or veteran status.

Interested parties should send resumes to [lhsieh@cornerstonebankga.com](mailto:lhsieh@cornerstonebankga.com).