



Position Title: Branch Manager

Reports to: Deposit Operations Manager

Department: Retail Bank

Date: June 4, 2018

Position Purpose: The Operations and Retail Banking Manager is responsible for the daily operations of the Retail Bank. The manager supervises all Retail Bank personnel, including Head Teller, Teller, and Customer Service Representatives. Provides service to customers and prospective customers seeking bank products. Sets and maintains professional atmosphere in the branch at all times.

Essential Functions and Basic Duties:

- Provide leadership and staffing management to Retail Bank.
- Responsible for managing and deepening customer relationships through sales, marketing, networking and referrals.
- Will train, conduct performance evaluations, and mentor Retail Bank employees.
- Will oversee the Retail Bank's financial responsibilities, operational budget, security, and compliance programs.
- Exercising all audit control programs for the Branch. Prepares necessary reports.
- Follows all security procedures as set forth by policy.
- Responsible for Consumer Lending for the Bank.
- Providing training for Customer Service Representatives and Teller Manager on operational policies and procedures implemented by the financial institution.
- Monitors and completes specific reports on a monthly / quarterly basis.
- Complete knowledge of teller and customer service functions and ability to perform those duties.
- Assumes responsibility for establishing and maintaining effective coordination and working relationships with other personnel and management.
- Responsible for opening/closing of the branch.
- Perform other projects and tasks as assigned.

Performance Measurements:

- The Operations and Retail Banking Manager functions are efficiently, effectively, and accurately performed in accordance with established bank policies, standards, security and credit procedures.
- Good business relations exist with customers. Customer's problems or questions are courteously and promptly resolved.
- Good working relationships and coordination exist with other personnel and management.
- Assistance is provided to other personnel as needed.

Minimum Requirements:

- High School Diploma or equivalent.
- 5+ years of experience working in a Retail Bank environment.
- Exceptional interpersonal skills.



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- Ensure adherence to bank policies and procedures.
- Create branch sales plans in order to achieve sales goals.
- Oversee branch safety and security.
- Knowledge of small business and general consumer lending.
- Creative and analytical thinking is necessary.
- Ability to motivate others.
- Excellent organizational, time management and problem solving skills.
- Strong computer skills necessary (MS Office Suite products).

If interested in the Branch Manager position, please send resume to hr@gaprimary.com.