



**JOB TITLE:** Business Development Manager

**LOCATION:** Atlanta, GA

### **Job Summary**

This position is responsible for directing the activities of Business Development Officers and Branch Managers for the purpose of generating new client relationships as well as expanding existing ones. Additionally, this position is charged with implementing and maintaining the “client experience” at the highest possible level regarding responsiveness, consistency, professionalism and efficiency, within the framework of prescribed policies and regulatory guidelines. This position leads and directs the retail management teams in achieving profitability, sales, customer experience, compliance, and growth objectives.

### **Job Responsibilities**

- Provides guidance and support to the teams regarding customer concerns, operational questions, regulatory compliance, risk management, and human resource issues.
- Drives sales and performance efforts of Business Development Officers and Branch Managers.
- Serves as escalations point for clients and follows through on remediation of client matters.
- Leads efforts to define customer service standards and instill a customer-centric culture throughout the organization.
- Conducts regular information and strategy meetings with direct reports, peer management and leadership teams.
- Monitors and maintains in an accurate and timely manner, various metrics as prescribed and deemed necessary to determine success/effectiveness of efforts and initiatives.
- Leads market and sales activities to meet monthly deposit and loan.
- Develops and directs action plans for improvement areas.
- Mentor retail management teams to assist with staff career development.
- Promotes community development and serves in the communities serviced by the region.
- Performs other job-related duties or special projects as assigned.

### **Job Qualifications**



- Unquestionable integrity and a genuine desire to help others.
- Experience leading people, managing performance and developing talent within a team.
- Minimum of 5 years progressive branch operations and sales management experience in the financial services or banking industry with a focus on high level of customer service and leadership.
- Strong leadership and interpersonal skills; presents a positive and professional image, effectively collaborates with diverse teams, and is successful at achieving results through the effort of others.
- Excellent customer service, relationship management, and business development skills.
- Excellent organizational and time management skills with proven ability to prioritize and manage workload and to instill a sense of urgency in others as necessary to meet deadlines and goals.
- Sound knowledge of marketing, sales, financial, managerial and leadership principles with broad knowledge of banking operation practices, policies, products and applicable regulations.
- Excellent problem solving, decision making, critical and strategic thinking skills, as well as strong attention to detail and concern for data accuracy.
- Excellent presentation and communication skills, both written and verbal.
- Ability to analyze trends, processes and procedures and develop innovated and effective solutions for improved performance.
- Strong overall business acumen with an ability to understand the direction, priorities, and goals of the organization.
- Solid technology skills, including intermediate proficiency with Microsoft office (Outlook, Word, Excel, SharePoint, Power Point) and banking software applications.
- Bachelor's degree in related field.

### **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.

### **How to Apply**

Please apply through our online job posting link:

<https://cornerstonebank.applytojob.com/apply/MobiYUgx8o/Business-Development-Manager>