

Retail Banking Division

Job Title: Branch Operations Coordinator

Grade: XX

Category: Exempt

Reports to: Division President

Location: Barnesville GA

Apply at: www.accessunited.com

Job Summary:

Under the direction of the Division President, responsible for the effective management of branch staff and operations of a full service branch, and exercises usual authority of a manager concerning staffing, performance appraisals, salary recommendations, promotions and terminations. Provides sales and service to consumer and commercial customers. Works closely with Human Resources to ensure the Branch adherence to applicable Federal and State law and Bank policies.

General Description/Duties:

- Responsible for the day-to-day operations of a full service branch.
- Oversees operational functions to comply with policies, procedures and bank regulations.
- Coaches and trains staff in area of customer service, internal controls, security procedures and equipment. Communicates corporate mission and direction to the branch staff.
- Maintains a cost effective branch in accordance with business plan and budgetary constraints.
- Maintains knowledge of retail banking products and services as well as knowledge of the industries or market areas served.
- Leads and directs branch in new business development efforts and expansion of existing relationships. Assures the prompt delivery of service that meets customer needs and exceeds their expectations.
- Manages the branch staff to achieve established objectives.
- Conducts regularly scheduled meetings to communicate pertinent information.
- Sets performance standards, gives clear direction, delegates and schedules work, monitors performance, gives on-going feedback and conducts effective performance appraisals.
- Supports Community Reinvestment Act (CRA) through business development efforts and educates branch staff in CRA requirements.
- Position will be required to comply with all Federal and State banking laws and related regulations, to include but not limited to the Bank Secrecy Act.
- Performs other duties, tasks and special projects as required, assigned or directed.

Requirements:

- Bachelor's degree or equivalent Banking experience.
- Effective interpersonal, communication and analytical skills.
- Knowledge of bank operations and security policies, practices, and procedures.
- Ability to develop and train staff in operations, customer service, sales, and security.
- Ability to ensure compliance with established bank policies and procedures.
- Ability to solve a wide variety of practical and customer service problems.
- Ability to manage multiple projects simultaneously.
- Demonstrate leadership, project management, team building, and time management skills.
- Ability to exercise discretion and handle sensitive and confidential issues. Ability to operate a personal computer and related software.