

Job Description Retail Manager One Community Bank

Job Title: Retail Manager
Department: Retail Banking
Supervisor: SVP – Retail Banking
Status: Full-time, Salary, Exempt
Date Reviewed: September 2021

Summary:

Client service begins with exceeding client expectations. This position works with more clients on a daily basis than any other role in the bank. You believe in the importance of making a difference in the community where you live and work. You embrace change as an essential function of growth and seek out opportunities to improve everything you touch.

Essential Duties and Responsibilities include the following:

- Strong leadership and mentoring capabilities
- Empowered decision maker
- Manage sales efforts by using and reinforcing goals and expectations as well as setting individual goals and coaching sales staff.
- Direct contact with SVP-Retail Banking developing and implementing bank growth strategies and goals on a weekly basis.
- Interpreting policies/procedures and making exceptions as required
- Strong knowledge of all Retail product offerings
- Recognizes opportunities to provide the Bank products and services
- Hold financial conversations with clients and prospects to determine needs
- Open a variety of accounts across various products and services
- Originate, underwrite and close consumer loans
- Build relationships through outbound and proactive measures
- Processes all banking transactions
- Maintains oversight over Teller functions
- Maintain oversight on all bank security protocols
- Represent the Bank in community activities and organizations
- The duties and responsibilities described are not a comprehensive list. Additional tasks may be assigned as necessitated by business needs.

This position will also be expected to use the following computer programs:

- Microsoft Office Suite (including Word, Excel, Outlook)
- Web browsers, i.e. Internet Explorer and any web-based provider website (i.e. SNL)
- Will be expected to utilize other programs such Easy Teller, Sparak, DepositPro, Mortgagebot
- Other programs as necessary

Working Conditions:

- Occasional travel may be required to attend training sessions or meetings held off site or at other bank locations.
- On occasion, there will be meetings, training sessions, and/or tasks that will require before, after work, or on weekend that is not regularly scheduled.

- Physical presence will be required at the bank

Training / Policy Acknowledgments

- Online classes – Online classes are assigned for this position and are expected to be completed on an annual basis.
- Bank Policies – similar to the online classes, Bank policies are assigned to best fit this position and are expected to be reviewed, understood and signed on an annual basis. Employees are also expected to attend internal policy training sessions.
- Other training as assigned.

Required Qualifications / Skills / Abilities:

- High School Diploma or GED
- Strong organization skills
- Ability to proficiently perform a wide variety of tasks with a strong attention to detail
- Solve client questions and concerns with warmth and a collaborative spirit
- At least two years of supervisory experience preferred
- Cash handling experience preferred
- Have or be able to attain a Nationwide Mortgage Licensing System (NMLS) number
- Excellent problem solving, interpersonal and communication skills

Physical Demands:

- Must be able to carry up to 25 pounds

Supervisory Responsibilities:

Direct supervision of the retail banking staff. Carries out supervisory responsibilities in accordance with the Bank's policies and applicable laws. Responsibilities include: providing leadership, planning, assisting in hiring process, training, assigning work, annual performance appraisals, and coaching, inspiring, developing, disciplining, and rewarding staff to meet current and future departmental needs. This position seeks win/win solutions, positively engages with all staff, addresses complaints and resolves problems.

Leadership Competencies:

To perform the job successfully, a supervisor should demonstrate the following competencies:

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

This employee assures compliance with all Bank policies, procedures and processes, and all applicable state and federal banking laws, rules and regulations; adheres to Bank Secrecy Act (BSA) responsibilities that are specific to the position.

I have read and understand the above job description.

Signature: _____

Name (print): _____

Date: _____

Adams Grand Marsh McFarland Middleton Oregon Oxford Stoughton Sun Prairie Waunakee