



**Position** | Branch Manager

**Classification** | Exempt, Full-Time

**Posted** | 07/23/2019

**Location** | Pecos, NM

### **Summary**

Oversee the efficient operation of the branch ensuring all operational functions are completely and properly performed by the staff while conveying a feeling of trust, service, security and satisfaction to customer and staff. The duties of the Branch Manager are contingent on the scope of the services that are offered at that facility. The Branch Manager must be proficient to oversee the teller function, ATM balancing, night depository processing, Vault Service processing and customer service duties as well as a familiarity with personal banking products and services. Although not primarily responsible for account opening administration, the Branch Manager will be available to assist the Personal Bankers/Customer Service Representatives during peak periods. The Branch Manager must be knowledgeable of regulatory policy and compliance issues, as well as contribute to the bank's success and profitability.

### **Essential Functions**

- Ensure the branch and vaults are opened and closed on a timely basis
- Enforce dual control procedures at all times
- Facilitate teller buys and sells to the vault
- Balance vaults, coin machines, taxes, FICA, etc.
- Audit teller drawers
- Maintain monthly branch efficiency logs
- Assist new tellers with training
- Oversee teller duties and assist line with customer transactions during peak-periods
- Keep staff informed of pertinent changes in operational policy and procedures
- Prepare teller performance appraisals and disciplinary actions as required
- Ensure adequate branch coverage. Schedule tellers for adequate coverage at all times
- Perform pre-audits to insure ongoing adherence with compliance procedures
- Maintain and test alarms and other security devices
- Ensure proper maintenance of all alarms and other security devices are scheduled and completed
- Keep educated on all deposit, business, and consumer loan products
- Maintain adequate supplies at the facility
- Balance and trouble shoot ATM/Debit Card concerns
- Maintain proper teller and vault cash levels including ordering coin and currency
- Report facility-building concerns to maintenance
- Ensure excellent customer service skills are practiced by all the teller staff members
- Meet with staff regarding branch security and safety issues



- Facilitate meetings to disseminate operational information

#### **Competencies**

- Comply with bank regulations; maintain above average performance in all areas of compliance
- Effective/strong written and verbal communication skills
- Ability to deliver a high level of responsiveness and “above average” customer service to external/internal customers
- Strong Analytical Skills

#### **Required Education and Experience**

- Bachelor’s Degree
- Five to eight years of banking or financial experience
- Two or more years’ management experience.

#### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change depending on qualifications.