

**TITLE:** ASSISTANT BRANCH MANAGER  
**REPORTS TO:** BRANCH MANAGER  
**CLASSIFICATION:** NON-EXEMPT  
**LOCATION:** Main  
**DATE:** 3/23/2021

## **JOB DESCRIPTION**

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### **Summary/Objective**

The Assistant Branch Manager is responsible for the daily activities of the branch staff, branch operations and in meeting the financial needs of customers or prospects. The Assistant Branch Manager ensures efficient and satisfactory implementation of customer services and positive customer experience with the branch team while in adhering to First Federal's policies and procedures.

### **Essential Functions:**

- Coach the CSR Team in both customer service and operations of the branch.
- Insure a high level of customer service both personally and with the branch team.
- Conduct regular staff meetings and monthly one on one's with the team to review concerns, policies, procedures and updates of CSR/ activities and referrals.
- Provide and maintain a professional, business-like atmosphere within the branch office and corporate organization.
- Encourage branch teamwork and employee participation; effective communication, coaching; assisting with the selection, retention, and development of employees.
- Ensure staff meets deadlines and that responsibilities are completed on a timely basis.
- Partner with Branch Manager to complete performance evaluations, including training evaluation requirements.
- Coordinate staff training.
- Maintain knowledge of branch and corporate policies and procedures.
- Perform opening and closing procedures of the branch. This includes possession of keys as well as combinations to various vaults.
- Maintain and follow all security policies and procedures.
- Monitor all operations of the branch, including maintenance of the appropriate cash levels; authorize payment of checks within personal limits; monitor security of vault cash.
- Inspect surveillance equipment for working condition and quality of image/signal.
- Manage staffing level to ensure that the branch is staffed to serve customers appropriately.
- Supervise vault operations and procedures.
- Assist with communications between the branch and departments.
- Open new accounts after required training has been completed.
- Accept Visa Credit Card, Debit Card and Money Mate applications.
- Process ATM and CSR transactions, when necessary.
- Handle customer problems and complaints.
- Promote and market the branch, company, subsidiaries and their products and services.
- Assist with business development of the branch through customer contact in the community.
- Member of First Federal's ATM response team for this branch.
- Represent First Federal of Lorain in community activities.
- Encourage branch personnel to involve themselves in Corporate and community activities as a representative of the Bank

- Compliance with all government regulations including the Bank Secrecy Act and related regulations.

### **Competencies**

- Ethical Practice – Being in accordance with the rules or standards for right conduct or practice; following processes, procedures, policies, laws and regulations that govern the Bank; moral uprightness; honesty
- Integrity –
  - Behavioral: Doing the right thing; acknowledge mistakes and demonstrate accountability for actions;
  - Job based: Ensuring accurate data throughout the organization
- Communication –
  - Delivering Messages: Ability to deliver clear and accurate messages across a variety of mediums to audiences of all sizes and backgrounds. Ensures that the delivered message is clear and understood by the listener
  - Listening: Understands information provided by others. Listens actively and to others' views and concerns. Seeks further information to clarify ambiguity.
- Teamwork – Positively, respectfully and openly participates in the collaborative effort of a group to achieve a common goal. Be committed to building an encouraging, caring, and supportive environment. Provide mutual support; be open minded to other's suggestions and contributions.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is occasionally required to stand, walk, sit, use hands to finger, handle, or feel objects, tools or controls, reach with hands and arms, climb stairs, talk to hear. The employee must occasionally lift or move office products and supplies, up to 20 pounds.

### **Position Type**

This is a full-time position. Business hours of operation and scheduled workdays include Saturdays.

### **Travel**

- As required

### **Required Education and Experience**

- High School degree or GED required.
- Minimum of 2 years' experience in a financial institution.
- Prior supervisory experience and coaching skills preferred.
- Possess good motivational and training skills.
- Experience with word processing and spreadsheet software.
- Must demonstrate excellent organizational and interpersonal skills.
- Commitment to attend seminars and classes to improve job knowledge and skills.
- Good written and verbal skills.
- Must be a Notary Public, or willing to receive Notary Public certification within 90 days of being awarded this position
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### **AAP/EEO Statement**

First Federal Savings of Lorain is an Equal Opportunity Employer-M/F/Disabled/Vet

**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 at any time with or without notice.