

POSITION: BRANCH MANAGER
REPORTS TO: VICE PRESIDENT – RETAIL BANKING
OFFICE LOCATION: Port Clinton OFFICE
FLSA STATUS: EXEMPT
DATE: July 8, 2021

JOB DESCRIPTION

The Branch Manager is responsible to create and develop a sales and service atmosphere in the branch. The Branch Manager recognizes and anticipates the needs of the branch to meet goals and comply with all banking laws and regulations. The Branch Manager actively coaches, leads and motivates their team to effectively identify the financial needs of our customers.

Essential Functions

- Oversee the management of branch office operations.
- Represent and promote First Federal of Lorain and its products/services at community and business related events.
- Develop a branch business plan to increase market share in immediate and surrounding communities.
- Establish expertise regarding local and surrounding communities; understanding the economics of local customers, businesses and competition.
- Proactively conduct outbound calling activities; correspond with local businesses and customers to generate mortgage and other line-of-business leads.
- Oversee the management of the branch to meet and exceed institution and branch goals.
- Mentor and develop the branch team.
- Coach branch personnel in activities to ensue prompt, accurate and dependable customer service.
- Handle customer problems and complaints; counsel customers with special problems or concerns.
- Provide and maintain a professional, business-like atmosphere within the branch office.
- Oversee all subordinate performance evaluations. Counsel employees when needed.
- Responsible for the administration of the opening and closing of the branch and to insure that security policies and procedures are followed.
- Assume leadership positions in professional, civic and community groups and represent First Federal of Lorain at related events.
 - Encourage branch personnel to involve themselves in Corporate and community activities as a representative of this Association.
- Member of First Federal's ATM response team for this branch.
- Maintain knowledge of government regulations pertaining to branch operations and products/services.
- Responsible for own and branch team compliance with all company policies, procedures and regulatory banking requirements.
- Assist Management with projects as assigned.
- Compliance with all government regulations including the Bank Secrecy Act and related regulations.

Required Education and Experience

- Associates degree in business related field; Bachelor's degree in business related field preferred.
- Minimum three years of management experience in banking or finance.
- Minimum three years of branch operations experience.
- Minimum three years of sales related experience and activities.

- 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

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 50 pounds.

Position Type/Expected Hours of Work

This is a full-time position.

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.