

POSITION: BRANCH MANAGER
REPORTS TO: CHIEF RETAIL OFFICER
OFFICE LOCATION: Amherst and Avon Branches
FLSA STATUS: EXEMPT
DATE: June 5, 2024

JOB DESCRIPTION

The Branch Manager is responsible for creating and developing a positive and productive 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 operations and sales.
- 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.
- Provide leadership, mentor, and develop the branch team.
- Coach branch personnel in activities to ensure friendly, prompt, accurate and dependable customer service.
- Conduct one on one coaching sessions with direct reports on a minimum monthly basis.
- Handle customer problems and complaints; counsel customers with special problems or concerns.
- Provide and maintain a professional, business-like atmosphere within the branch office.
- Complete all direct report performance evaluations and oversee all subordinate performance evaluations.
- Counsel employees when needed on performance, disciplinary and other potential concerns.
- Responsible for the administration of the opening and closing of the branch and to ensure that security policies and procedures are followed.
- Assume leadership positions in professional, civic and community groups and represent First Federal Savings of Lorain at business related events, in a professional manner.
- Encourage branch personnel to involve themselves in corporate and community activities as a representative of the Association.
- Maintain knowledge of government regulations pertaining to branch operations, products and services.
- Responsible compliance with all company policies, procedures, and regulatory banking requirements for the entire branch team.
- Assist Management with projects as assigned.
- Compliance with all government regulations including the Bank Secrecy Act and related regulations.

Required Education and Experience

- Associate's Degree in Business related field; Bachelor's Degree in Business related field preferred.
- In lieu of a college degree - a minimum of 7 years of management experience in banking will be required.
- Minimum five years of management experience in banking or finance.

- Minimum five years of branch operations experience.
- Minimum five years of sales related experience and activities.
 - Minimum 5 years supervisory experience and coaching skills required.
 - 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 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.