

POSITION: BRANCH MANAGER
REPORTS TO: CHIEF RETAIL OFFICER
OFFICE LOCATION: Amherst Branch
FLSA STATUS: EXEMPT
DATE: February 26, 2025

JOB DESCRIPTION

The Branch Manager creates and develops a positive and productive sales and service atmosphere. 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 our customers' financial needs.

Essential Functions

- Oversee the management of branch operations and sales.
- Supervise branch staff, including coaching, development, and discipline, to help meet sales goals, ensure strict adherence to policies and procedures, and provide exceptional customer service. Staff levels are based on the branch staffing model.
- Provide leadership, mentor, and develop the branch team.
- Coach branch personnel on a minimal monthly basis in customer service, referrals, and growth and development activities.
- Assume leadership positions in professional, civic, and community groups and represent First Federal Savings of Lorain at professional business-related events.
- Encourage branch personnel to involve themselves in corporate and community activities as a representative of the Association.
- Establish expertise regarding local and surrounding communities, understanding the economics of local customers, businesses, and competition.
- Proactively conduct outbound calling activities, including but not limited to overdraft calling efforts and dormant account reviews.;
- Refer mortgage and investment referrals to appropriate business partners.
- Handle customer problems and complaints; counsel customers with unique issues 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 on performance, disciplinary issues, and other potential concerns when needed.
- Responsible for administrating the branch's opening and closing and ensuring that security policies and procedures are followed.
- Assist Management with projects assigned.
- Ability to multi-task, work in a fast-paced, changing environment, and commit to accuracy and timeliness.
- Maintain confidentiality.
- Strong knowledge of government regulations pertaining to branch operations, products, and services.
- Ensure compliance with all company policies, procedures, and regulatory banking requirements for the entire branch team.
- 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 seven 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 five5 years of 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 proper 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 an employee must meet to successfully perform the essential functions of this job. While performing the duties of this job, the employee is occasionally required to stand, walk, or sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb stairs; and 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 that this job description is not designed to cover or contain a comprehensive listing of the 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.