

TITLE: ASSISTANT BRANCH MANAGER
REPORTS TO: BRANCH MANAGER
CLASSIFICATION: NON-EXEMPT
LOCATION: Main Office
DATE: April 27, 2026

JOB DESCRIPTION

Summary/Objective

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

Essential Functions:

- Coach the team in both customer service and branch operations.
- Lead and manage staff as applicable.
- Ensure a high level of customer service with the branch team.
- Conduct regular staff meetings and monthly one-on-one meetings with the team to review concerns, policies, procedures, and updates on activities and referrals.
- Provide and maintain a professional, business-like atmosphere within the branch office and corporate organization.
- Encourage teamwork and employee participation.
- Assist with the selection, retention, and development of employees.
- Ensure staff meet deadlines and that responsibilities are completed on time.
- Partner with the Branch Manager to complete performance evaluations, including training evaluation requirements.
- Coordinate staff training.
- Maintain knowledge of branch and corporate policies and procedures.
- Perform branch opening and closing procedures. This includes possessing keys and combinations to various vaults.
- Maintain and follow all security policies and procedures.
- Monitor all branch operations, including maintaining the appropriate cash levels; authorize check payments within personal limits; and monitor the security of vault cash.
- Inspect surveillance equipment for working conditions and quality of image/signal.
- Assist with communications between the branch and departments.
- Open new accounts after the required training has been completed.
- Handle customer problems and complaints.
- Promote and market the branch, company, subsidiaries, and their products and services.
- 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 1 year experience in a financial institution preferred.
- 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

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.