



Position: Branch Manager

FLSA Status: Exempt

Hours: Monday through Friday 8:00 AM to 5:00 PM, additional hours as needed

Location: 2201 N Elm Pl. Broken Arrow, OK 74012

Summary

The Branch Manager oversees the retail functions of the branch including tellers and personal bankers. This position professionally and positively represents AVB Bank in the community as well as establishes and maintains a culture at the branch of supporting our mission to Serve, Connect, and Succeed Together.

Primary Responsibilities:

- Provide daily supervision and direction to Branch Retail staff
- Manage and oversee the branch daily operations, working closely with Retail Banking Director and corporate managers
- Work with corporate management and branch lenders to ensure the offering and servicing of all products and services
- Open new accounts and provide customer service that contributes to customer retention, while providing opportunities for new customers to join the bank
- Identify sales referrals (cross-sales), including working closely with Treasury Manager, commercial lenders, mortgage department, and investment representatives. This includes making joint calls to sell additional products/services
- Initiate customer and prospect contact to support bank promotions, events, and activities
- Set branch and individual goals
- Maintain consistency while implementing corporate and operational policies, procedures, and practices; legal and regulatory compliance, including audit and compliance responses and corrections; collection, maintenance, and proper recordkeeping for appropriate documentation
- Contact customers, businesses, and community and civic organizations to generate new loan and deposit business, meet sales goals, and promote goodwill
- Oversee branch sales functions, monitoring sales goals and coordinating branch monthly meetings
- Attend monthly Retail Branch Managers Meetings and report progress on sales, sales calls, and community activities, report branch teller monthly transactions report, teller outages; prepare, compile, and distribute weekly/monthly branch sales reports for all bank products and services
- Attend and assist quarterly retail employees meeting
- Provides training for new and existing retail employees (i.e. bank's products/services, New Accounts and Teller training, etc.)
- Communicate and coordinate with appropriate bank staff on servicing and maintenance of accounts and services
- Responsible for day to day security of the branch location



- Responsible for performing scheduled and periodic audits of teller drawers, cash recyclers and the vault
- Responsible for quarterly inspection of branch teller panic button alarms, daily inspection of security camera to make sure cameras are working properly, scheduling branch Alarm and ATM inspection annually, and as needed
- Responsible for answering branch alarm calls for the branch and other branches, as needed, including before and after hours and weekends.
- Responsible for day- to - day facility issues and the resolution of minor facility problems with bank approved vendors and service providers
- Ensuring all non-post items (NSF) of the branch are processed daily and timely and provide NSF administration assistance to other branch managers and lenders, as needed
- Provide backup assistance for retail staffs, (i.e. new accounts, tellers, and lead tellers.)

Secondary Responsibilities:

- Provide branch reports to Bank management and/or Board as requested or required
- Serve on committees and task forces as assigned
- Prepare and deliver product/service proposals and presentations
- Serve as the branch champion for various platform systems utilized
- Maintain safe deposit box operations including opening and closing of vault, maintenance of entry cards and vault entry log, system maintenance, and all other related safe deposit box responsibilities
- Coordinate with Retail Banking Director, Operations, and Marketing regarding product development
- Provides initial and on-going training to new account associates and other associates, as identified in the organization
- Assist with new consumer and commercial product development

Requirements

- College degree and/or 10-12 years experience in the areas of supervision, branch operations, new depository and lending accounts, service, and sales.
- Must possess a proficient knowledge of banking, consumer and commercial products and services, branch operation functions in relation to the servicing of products and services;
- Positive interpersonal skills with colleagues and customers;
- Strong written (ranging from letters to proposals) and oral communication skills;
- Strong computer literacy in MS Suite and electronic banking;
- Organizational, multi-tasking, and prioritizing skills.



Physical Requirements:

Time spent standing: 4-6 hours/day

Lift (weight): Up to 50 pounds, periodically

Other: Ability to see details at a close range; ability to listen to and understand information presented through spoken and written words and sentences, ability to enter confined spaces (i.e., vault) for customer assistance; ability to efficiently process data, discern patterns, and recognize inconsistencies in information.

AVB Bank is an Equal Opportunity Employer