

## **JOB TITLE: ASSISTANT BRANCH MANAGER**

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Location: Greenwich

Type: 40 Hours / Non-Exempt / Non-Officer

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### **Position summary:**

Assist the Branch Manager in operating the Branch in an efficient, smooth, and economically sound manner in accordance with Bank policies, operating procedures, audit requirements and regulatory standards. Promote branch effectiveness in conformance with bank goals and objectives. Assist Branch Manager in achievement of Branch Sales goals.

### **Qualifications required:**

- High School Diploma or equivalent
- Minimum 2 years of experience as an Assistant Branch Manager in a Bank/Credit Union
- Windows and Excel proficiency

### **Essential functions and responsibilities:**

Manage employees/Branch in the absence of the Branch Manager

- Keep account opening exceptions below acceptable standard
- Perform platform transactions as needed i.e., open accounts, resolve issues, etc.
- Perform teller transactions i.e., cash checks, perform deposits/withdrawals, etc.
- Adhere to Platform and Teller Sections of the Branch Operations Manual
- Assist Branch Manager with sales/deposit goals/activities
- Coach Teller Line staff on cross selling Bank products/services and platform referrals
- Develop working knowledge of bank products/services
- Maintain and deepen customer relationships
- Provide/ensure Teller Line staff provides high quality service to every customer i.e., smile
- Resolve/coach Teller Line staff on resolving customer inquiries i.e., account histories, etc.
- Protect customer privacy/confidentiality and ensure Teller Line staff compliance
- Ensure Teller Line staff adheres Teller Section of the Branch Operations Manual
- Assist Teller Line staff with locating cash discrepancies, end of day balancing, etc.
- Recommend to pay/charge/return/waive overdrafts as needed
- Approve checks/Official Bank checks cashed/issued; perform OFAC checks
- Approve/process domestic and foreign wire transfers and perform verbal call backs
- Ensure accuracy with CTRs, SARs and monetary instrument logs

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- Retrieve and review appropriate daily reports
- Conduct monthly regular/surprise audits of Branch, ATM, Head Tellers, and Tellers, TCR
- Balance and add cash to ATM following dual control instructions
- Balance and add/remove cash to TCR following dual control instructions
- Ensure appropriate branch cash levels are maintained i.e., buy and sell money
- Maintain safe deposit box operations, and charging annual rental fees
- Provide on the job training for new and existing Teller Line staff as needed
- Assist Branch Manager with performance management/succession of teller line staff i.e., end of year appraisals, coaching, training, etc.
- Ensure appropriate teller line coverage to accommodate the flow of business
- Perform as a registered Notary Public
- Respond to alarm calls
- Support/participate in Bank sponsored community service/ volunteer events and encourage Teller Line staff to do the same
- Assist throughout cluster as needed

Salary range: \$23.55 to \$36.54 per hour