



Job Title: Branch Manager

Location: Stamford, CT

Type: Exempt/Non-Remote/Monday-Saturday

Position Summary:

Responsible for the business development of the Branch in addition to operating the Branch in an efficient, smooth, and economically sound manner in accordance with Bank policies, operating procedures, audit requirements and regulatory standards. Also, responsible for the management and development of Branch staff.

Qualifications Required:

- High School Diploma or equivalent
- 5 years of management, operational, and sales experience in a Bank or three years of experience as an ABM at CCB
- Windows and Excel proficiency

Essential Functions and Responsibilities:

- Maintain and Increase all deposit goals set for the Branch
- Meet assigned Commercial Loan goals for the Branch (Unit AND Dollars closed)
- Perform customer site visits as needed
- Ensure Branch keeps account opening exceptions below acceptable standard
- Maintain and deepen customer relationships with cross sales i.e., credit card, etc.
- Be an active participant in community/business networking opportunities
- Ensure Branch staff participates in a community service/volunteer event
- Operate a positive and professional Branch at all times
- Ensure staff develops knowledge of Bank products/services
- Develop a strong team by cross training employees where possible
- Ensure compliance of Teller/Platform Sections of the Branch Operations Manual
- Ensure Branch meets all account opening standards, risk rating requirements, etc.
- Ensure staff provide high quality, professional service to customers and prospects
- Assist employees with resolving customer inquiries i.e., interest rates, etc.
- Ensure new/existing employees receive/complete training i.e., BVS, KnowBe4, etc.
- Provide coaching to staff i.e., Coaching Notes and escalate to HR when appropriate
- Timely completion of performance management i.e., Performance Appraisal, etc.
- Approval time in ADP, monitor usage of paid time and time and attendance of staff
- Ensure appropriate coverage to accommodate flow of business i.e., vacations, etc.
- Communicate and support company-wide initiatives
- Attend Branch Manager Meetings and relay information to Branch staff
- Conduct weekly/monthly branch meetings
- Ensure Branch staff protects customer privacy/maintain confidentiality
- Recommend to pay/charge/return/waive overdrafts



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- Approve checks/ Official Bank Checks being cashed/issued when necessary
- Approve/process domestic and foreign wire transfers and perform verbal call backs
- Ensure appropriate completion of CTRs, SARFs and monetary instrument logs
- Ensure security of teller stations i.e., keys, combos, cash drawers, teller work, etc.
- Review and monitor appropriate daily reports taking appropriate action as required
- Ensure ABM conducts monthly regular/surprise audits of Branch, ATM, etc.
- Ensure appropriate cash levels are maintained i.e. buy/sell money, etc.
- Ensure maintenance of safe deposit box operations
- Ensure proper set up and maintenance of Remote Deposit Capture
- Adhere to proper usage of Medallion Signature Guarantee
- Ensure monthly Branch Monthly Checklist is completed
- Assist other Branches as needed
- Perform as a registered Notary Public
- Respond to alarm calls
- Regular and predictable attendance
- Ensure staff adheres to policies outlined in the Employee Handbook
- Ensure Branch compliance with Bank policies, procedures, audit requirements, etc.
- Complete all required training within deadlines as related to this position
- Perform other related duties as assigned

Salary Range:

\$55,000.00-\$80,000.00