



Now Hiring

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.

Qualifications required:

- High School Diploma or equivalent
- Minimum 5 years of management, operational, and sales experience in a bank/credit union
- Windows and Excel proficiency

Qualifications desired:

- Bachelor's degree in business administration or related field
- Outside Business Development experience – Consumer and Commercial

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
- Maintain and deepen customer relationships with cross sales and ensure participation from Branch employees
- Be an active participant in community and business networking opportunities to maximize business and build centers of influence
- Ensure Branch keeps account opening exceptions below acceptable standard
- Recommend to pay/charge/return/waive overdrafts
- Approve checks/ Official Bank Checks being cashed/issued when necessary
- Approve/process domestic and foreign wire transfers and perform verbal call backs
- Review and monitor appropriate daily reports taking appropriate action as required



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Ensure:

- ABM conducts monthly regular and surprise audits of Branch, ATM, Head Tellers, Tellers, and TCR
- appropriate branch cash levels are maintained i.e., buy and sell money and prepare incoming and outgoing shipments
- maintenance of safe deposit box operations
- proper set up and maintenance of Remote Deposit Capture
- appropriate completion of Currency Transaction Reports, Suspicious Activity Reports, and monetary instrument logs
- security of teller stations including keys, combos, cash drawers, and teller work is maintained

- Adhere to proper usage of Medallion Signature Guarantee
- Meet all account opening standards and risk rating requirements, ensuring responsible employees do the same
- Develop/maintain knowledge of Bank products/services and ensure branch staff does as well
- Maintain open communication with staff and develop a strong team by cross training employees where possible
- Ensure employee compliance of policies/procedures in Teller/Platform Sections of the Branch Operations Manual and Employee Handbook
- Provide/ensure all branch employees provide high quality, professional and timely service to customers and prospects
- Resolve/coach employees on resolving customer inquiries and concerns, i.e., interest rates, service charges, etc.
- Ensure new/existing branch employees receive/complete required training as needed i.e., New Hire, BVS, KnowBe4, etc.
- Provide coaching to staff utilizing performance management tools i.e., Coaching Notes and escalate to HR when appropriate



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- Accurate approval of time for staff in time keeping system, monitor the usage of paid time and time and attendance of staff
- Protect customer privacy, maintain confidentiality, and ensure branch employees do the same
- Ensure appropriate branch coverage to accommodate the flow of business i.e., vacations, sick time, personal time, overtime etc.
- Ensure monthly Branch Monthly Checklist is completed
- Perform as a registered Notary Public
- Respond to alarm calls
- Regular and predictable attendance
- Adhere to all the policies, procedures, and requirements outlined in the Employee Handbook
- Operate a positive and professional Branch at all times
- Communicate and support company-wide initiatives
- Support/participate in the Bank sponsored community service /volunteer events and ensure staff does as well
- Timely completion of performance management i.e., Performance Appraisal and development of staff for succession purposes
- Attend Branch Manager Meetings and relay information to Branch staff
- Conduct weekly/monthly branch meetings
- Comply with all Bank policies, procedures, audit requirements, and federal regulations as related to this position
- Complete all required training within deadlines as related to this position
- Perform other related duties as assigned

This position is eligible for Health Insurance (medical/dental/vision), Retirement account (401K), Paid Leave (personal/sick/vacation), fringe benefits (life insurance/long term disability insurance/EAP/travel insurance/tuition assistance) and other nonwage compensation (referral bonus).

Salary based on experience- \$65,000-\$85,000 annually