

JOB TITLE: ASSISTANT BRANCH MANAGER

Location: Norwalk

Type: Full-Time/ Non-Exempt

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 ABM or equivalent in a Bank/Credit Union
- Windows and Excel proficiency

Essential functions and responsibilities:

- Manage employees/Branch in the absence of the Branch Manager.
- Perform platform transactions as needed i.e. open accounts, resolve issues, etc.
- Adhere to the policies/procedures in Platform Branch Operations Manual Section.
- Assist Branch Manager in the development of sales/deposit goals and branch/sales activities.
- Assist BM on meeting sales/deposit goals for the branch.
- Coach Teller Line staff on cross selling Bank products/services and platform referrals.
- Develop working knowledge of bank products and services.
- Coach Teller Line staff on bank product/services.
- Maintain and deepen customer relationships.
- Provide high quality service to every customer and ensure that Teller line employees do the same i.e. smile, greet, address by name, etc.
- Resolve/coach Teller Line staff on resolving customer inquiries i.e. interest rates, service charges, account histories, etc.
- Protect customer privacy and maintain confidentiality and ensure Teller Line staff compliance.
- Ensure Teller Line staff adherence to the policies/procedures in Teller Section of Ops. Manual.
- Ensure Teller Line staff performs duties on a daily basis and assist when necessary.
- Assist Teller Line staff with locating cash discrepancies.
- Recommend to pay/charge/return/waive overdrafts.
- Approve checks being cashed over Certified Head Teller/Head Tellers limit.
- Approve/sign Official Bank Checks being issued and cashed.
- Approve/process domestic and foreign wire transfers.

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- Ensure appropriate completion of CTRs, SARs and monetary instrument logs.
- Ensure security of teller stations including keys, combos, cash drawers, etc.
- Retrieve and review appropriate daily reports.
- Conduct monthly regular and surprise audits of Branch, ATM, Teller line staff.
- Ensure appropriate branch cash levels are maintained i.e. buy/sell money, etc.
- Maintain safe deposit box operations.
- Foster team atmosphere among Teller Line staff.
- Provide on the job training for new and existing Teller Line staff as needed .
- Ensure new Tellers complete New Hire Teller Training Manual successfully.
- Provide coaching to Teller Line staff as needed utilizing Coaching Notes.
- Provide Branch Manager with timely notification of teller line issues.
- Escalate performance management matters to HR when appropriate.
- Complete follow ups of written warnings etc.
- With Certified Head Teller/Head Teller complete and deliver 90 Day, mid-year and end of year performance evaluations of Teller Line staff.
- Develop Teller Line staff for succession purposes i.e. Certified Teller Program.
- Conduct and/or assist with weekly/monthly Branch meetings.
- Attend Assistant Branch Manager Meetings and relay information to Branch staff.
- Ensure appropriate teller line coverage to accommodate the flow of business i.e. vacations, sick time, personal time, overtime etc.
- Ensure appropriate approval of time for Teller Line staff in time keeping system.
- Monitor the usage of paid time off and time and attendance of Teller Line staff.
- Maintain NMLS Registration and complete annual renewal.
- Perform as a registered Notary Public.
- Ensure terminated employees are removed from the alarm system and all keys and combinations are collected.
- Order/manage use of office supplies in Branch to control waste.
- Respond to alarm calls.
- Actively participate in Bank sponsored community service activities and encourage Teller Line staff to do the same.

Salary Range: \$45,000-\$65,000