

Assistant Branch Manager



*Salary Grade: 7
Non-Exempt*

JOB TITLE: Assistant Branch Manager

DEPARTMENT: Branch

REPORTS TO: Branch Manager

Position Summary: The primary purpose of this position is to assist the Branch Manager in the efficient operation of the branch, including ensuring all staff associates provide consistent, high quality customer service, including cross-selling products and services and managing referrals to meet or exceed the Branch's defined objectives. Manages operations in strict accordance with bank regulations and policies.

Functions:

- Supervises assigned branch personnel and performs the duties of the Branch Manager in her/his absence in the daily operation of the branch
- Handles HR-related performance management of assigned staff, i.e., issuing warnings, conducting appraisal reviews, evaluating staff performance for salary adjustments, promotions, etc.
- Works closely with Head Teller to ensure adequate staffing, resolve scheduling conflicts and personnel issues
- Guides, advises, and assists with staff training
- Employs problem-solving skills and sound judgment in resolving customer problems, concerns, requests
- Explains, promotes, refers, sells, and/or cross-sells products and services based on customers' needs
- Uses sales and services techniques to encourage retention and expand customer relationships
- Meets or exceeds defined individual sales, referrals, and service goals and coaches to achievement of Branch goals
- Operates the branch within established cost controls and allowances, including preparing data for annual budget, branch reports
- Works with Branch Manager to ensure branch is operationally sound
- Originates mortgages and loans within designated lending authority and processes loans originated by the Branch Manager
- Processes transactions on the bank's operating system(s)
- Opens and closes the branch in compliance with security procedures
- Performs other assigned duties essential to the operation of the branch

Assistant Branch Manager

- Occasionally “fills in” for other branches at the request of management
- If SBLI licensed, meets or exceeds defined sales goals
- May participate in business development activities
- Actively participates in community service and consistently represents Dime Bank in a professional manner.

Knowledge, Skills, Requirements:

Requires an Associates degree or parallel experience in banking and an adherence to the bank’s training policies and requirements. Knowledge of financial products and services sales, banking regulations, and life insurance license or licensure.

- Aptitude for mathematics
- Able to strictly follow instructions, policies, procedures, regulations, and confidential protocol
- Adhere to compliance of all applicable Federal and State bank regulations, as well as Dime Bank policies and procedures
- Excellent customer service, including customer relationship building and product and services referral skills
- First-rate supervisory skills
- Top-notch communication skills
- Competent keyboard skills and familiarity with computers
- Organizational skills, i.e., maintain an organized and efficient workspace
- Able to promote team building skills
- Initiative
- Ability to work closely and harmoniously with others in a busy environment

Physical Demands and Condition Requirements:

- General office environment
- Ability to lift bags of coin

Equipment Used:

- General office equipment, i.e., calculator, photocopier, etc.
- Computer
- Coin machine
- Bill counter
- Check filmer

ADA: The employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.