

Branch Manager



*Salary Grade: 11
Exempt*

JOB TITLE: Branch Manager – Corporate Office

DEPARTMENT: Retail Banking

REPORTS TO: VP, Retail Administration and Sales Manager

Position Summary: Responsible for the efficient operation and growth of the branch and ensuring all staff provide consistent, high quality customer service, including cross-selling products and services and managing referrals to meet or exceed the Branch's defined objectives. Ensures compliance in strict accordance with federal, state, and bank regulations and policies. Makes referrals for residential and consumer loans, identifies ways to involve partners from across the bank's departments to meet customer needs, and participates in business calls and community activities to develop new business relationships and to retain/expand existing relationships.

Functions:

- Responsible for the achievement of operational and revenue benchmarks
- Retains/acquires business (Retail and Commercial) relationships through active calling of existing customers and prospects. Develops strategies to identify and target future prospects, and participate in Business Development team activities under the guidance of the VP of Retail Administration and Sales Manager.
- Explains, promotes, sells, and/or cross-sells products and services based on customers' needs and meets or exceeds defined individual sales, referrals, and service goals.
- Refers or originates mortgages and loans, and assists the customer through the loan process acting as a liaison with internal processing department.
- Trains, coaches and motivates staff to meet branch sales, service, and referral goals and provides for their continued development.
- Handles HR-related management of branch staff, i.e., hiring, conducting performance appraisals, recommending salary adjustments, promotions, counseling etc., and ensures that the staff performs effectively
- Participates in the development of action plans and strategies to meet sales and services goals, and consistently monitors performance against goals. Takes prompt and appropriate action to ensure attainment.
- Employs problem-solving skills and sound judgment in resolving customer problems, concerns, requests
- Ensure branch staff is deployed appropriately to meet customer needs and visit patterns.
- Ensure that branch opens and closes in compliance with security procedures.

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- Actively participates in community activities, represents Dime Bank in a favorable and professional manner, and encourages the same from staff.
- Must obtain Vantis Insurance license within 90 days, and meet or exceed defined sales goals
- Adhere to Bank's policies and support Management decisions and goals in a positive, professional manner.
- Demonstrate a willingness to adapt to changing business needs and deadlines.
- Performs other assigned duties essential to the operation of the branch

Knowledge, Skills, Requirements:

Requires a Bachelor's degree in a related field of study or parallel experience in banking and adherence to the bank's training policies and requirements. Strong knowledge of financial products and services, sales and sales-management techniques, business development, banking regulations, and life insurance license or licensure (if applicable).

- **Established business relationships and knowledge of the greater Norwich Market**
- Previous supervisor or management experience
- Adhere to compliance of all applicable Federal and State bank regulations, as well as Dime Bank policies and procedures
- Exceptional customer service, including customer relationship building and product and services sales and referral skills
- Excellent communication and leadership skills, and a demonstrated ability to interact well with all levels of personnel
- Ability to prioritize, handle multiple tasks, and work independently

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 imaging hardware

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