

# Branch Manager

**Department:** Branch Operations

**Location:** Colerain Branch

**Essential Duties and Responsibilities** include the following. Other duties may be assigned to meet business needs.

- Provides courteous, efficient and friendly service to customers and staff
- Maintains confidentiality to protect the customer and the Bank
- Maintains professional image both in appearance and conversation
- Adheres to cash management, security and transaction processing policies and procedures
- Balance the branch and vault
- Complete monthly audits and alarm tests
- Provide continuous training to staff
- Complete daily overdrafts
- Collect on overdrawn accounts and past due loans
- Handle and resolve customer and employee problems
- Supervise all branch operations and tellers

## **Qualifications:**

- Good communications skills
- Professional
- Detail oriented
- Written recommendation from an officer or supervisor for both the commercial and loan sides of the bank

## **Education/Experience:**

- High School diploma or GED equivalent required
- College courses preferred
- Complete Principle of Banking
- Complete Basic Computer Courses
- Complete Account Relationship type course or seminar
- Complete a Supervisory type course or seminar
- Complete a Consumer Lending Course
- Teller Training if have not been a teller
- Complete a course on Business Communications