

# OZARK BANK JOB OPPORTUNITY

**JOB TITLE:                    BRANCH MANAGER**  
**JOB LOCATION:            DOWNTOWN**

## JOB SUMMARY

The Branch Manager assumes overall management for a branch, including teller and account opening functions, customer development, and customer service in person and by phone.

Responsibilities include planning and implementing programs within the branch which support bank-wide objectives.

## PRIMARY RESPONSIBILITIES

1. Management authority over assigned areas of responsibility:
  - a. Establish goals for subordinates, monitor results, evaluate and provide feedback.
  - b. Maintain effective communication flow regarding policies, procedures, process changes and results.
  - c. Review and approve expenditures and staffing requests within the branch, to meet branch objectives and control expenses.
  - d. Assess branch responsibilities and functions to recommend and implement improvements to provide maximum customer service (internal/external) and efficient workflow.
  - e. Serve as Security Administrator for various systems' access.
2. Direct and manage the activities of a branch to achieve established bank and branch goals:
  - a. Ensure appropriate scheduling of staff to provide timely service.
  - b. Ensure accurate and timely processing of teller and account opening transactions.
  - c. Ensure team members provide exceptional customer service, emphasizing *The FISH! Philosophy*.
  - d. Ensure high quality telephone customer support.
  - e. Ensure timely and accurate filing of CTR's for branch.
3. Maintain *Customer Care Program*:
  - a. Send personalized letters welcoming new accounts to the bank.
  - b. Make required customer development visits (can be jointly with lender).
  - c. Complete required customer contacts (phone follow-ups, congratulations, thank-you notes, etc).
  - d. Serve as a notary for customers.
  - e. Review results and initiate plans to achieve goals established for the branch.
4. Develop employee resources:
  - a. Hire, train, coach and provide guidance for direct reports.
  - b. Evaluate performance and recommend salary administration for direct reports.
  - c. Maintain performance file on each direct report (including balancing record of tellers).
  - d. Maintain employee time cards and attendance records.
  - e. Recommend disciplinary action (up to termination) for direct reports.
5. Audit and control functions:
  - a. Maintain and balance daily cash position of branch.
  - b. Ensure weekly balancing of vault coin and currency.
  - c. Ensure the accurate and timely completion of all reconcilements, report reviews, custodial controls, and other procedures identified on the QUIC Program.
6. Maintain and safeguard property and equipment within the Branch:

- a. Note/recommend repairs due to "wear and tear" or malfunction.
  - b. Note/recommend any necessary improvement in janitorial services.
  - c. Note/recommend any necessary exterior landscaping, trimming, etc.
  - d. Note/recommend any necessary cleaning, sealing, or striping of parking lots.
7. Maintain electronic safety and security features for the Branch:
    - a. Ensure routine tests of all alarms and cameras for proper operation.
    - b. Ensure that interior and exterior lighting is operational and timers are properly set.
  8. Serve as Primary Security Officer for Branch and as one of the bank's Assistant Security Officers.
  9. Work closely with SVP Branch Administration on portfolio of various projects assigned as needed.
  10. Perform other duties as assigned.

### **KNOWLEDGE**

Working knowledge of:

- a. Bank operations, products and services.
- b. Bank policies and procedures.
- c. Federal and state banking regulations.
- d. Personnel management, policies and procedures.

### **ABILITIES**

1. Effective management and leadership skills including motivating, coaching, team-building, and staff development.
2. Excellent customer service orientation.
3. Strong analytical, problem solving and decision making ability.
4. Excellent interpersonal skills (verbal/written communication, listening skills).
5. Self motivated and results oriented; able to meet objectives.
6. Strong planning and goal setting ability, project management, time management and organization skills.
7. Ability to maintain a professional image and demeanor.
8. Proficiently utilize a variety of computer software/applications, with emphasis on Microsoft Office Excel, Word and PowerPoint.
9. Ability to maintain regular and prompt attendance.

### **EDUCATION AND EXPERIENCE**

High school diploma required. Preference given for advanced education in banking or related field. Prefer a minimum three years retail banking experience, minimum two years supervision experience, and experience working within a sales environment.

### **PHYSICAL REQUIREMENTS**

Perform bending, sorting, kneeling, and reaching to both ground level and overhead; lift, carry, push and pull up to 20 pounds; must be able to hold and grip objects; ability to operate a computer keyboard and mouse.

### **HOURS / WORK SCHEDULE**

Must be available to work 40+ hours a week, between 7 AM – 6 PM Monday through Friday, occasional Saturday morning, and emergency calls after hours.