Branch Manager-Banking (Ventura)

BRANCH MANAGER-COUNTY COMMERCE BANK

SUMMARY: To lead, coordinate and manage the daily sales and service delivery of operations and lending for the branch while optimizing profitability and controlling operating expenses. Responsible for the administration of the branch, branch facility and coverage and supervision of branch operations staff. Responsible for ongoing positive marketing of the bank and its services, including developing new marketing programs.

DUTIES AND RESPONSIBILITIES:

Oversee lending and operations sales activity to achieve growth and retention and attain individual and branch goals.

Establish and maintain relationships with individual and business customers, and provide assistance with problems these customers may encounter.

Work with the operations staff to ensure the proper and timely resolution of complaints and or processing issues.

Manage business development goals and objectives for the deposit and loan volume.

Network within the community to find and attract new business through relationship, community networking and involvement to grow client base.

Represents the bank in local community organizations.

Actively participate in and promote bank incentive programs.

Conduct weekly branch/sales meetings.

Manage branch income and expense categories to maintain branch at approved expenditure levels and ensure maximum product and branch profitability.

Review, control and report on general ledger activity.

Examine, evaluate and process loan applications.

Approve, reject, or coordinate the approval or rejection of lines of credit and commercial, real estate, and personal loans.

Responsible for adherence to bank practices, policies, and procedures.

Prepare operational and risk reports for management analysis, financial and regulatory reports required by laws, regulations and the board of directors.

Responsible for providing leadership, accountability, and expertise in order to create an exceptional customer experience environment. Guide, develop and manage the branch team, which includes but is not limited to: Generate customer loyalty and ensure staff delivers high level of quality customer service.

Monitor and manage branch staff coverage and scheduling.

Assist the operations officer with the scheduling and approval of employee time off requests and ensure adequate coverage at all time.

Provide guidance and oversight to the operations officer with daily responsibility of branch operations department and oversight of employees including recruitment, training, supervision and performance evaluation process.

Provide leadership and staff development.

Plan, direct, and coordinate the activities of employees in the branch.

Oversee the flow of cash and financial instruments.

Approve daily work within assigned limits.

Establish procedures for custody and control of asset, records, loan collateral and securities to ensure safekeeping.

Monitor and report on significant or critical issues concerning the branch to management.

Responsible for the overall facilities management of the branch.

Communicate any significant variations to senior management.

Complete special projects as assigned and developed with the bank.

QUALIFICATIONS:

Proven success in the following areas:

Demonstrating results

Exceeding client expectation

Adaptability

Team player and strong relationship building

Reliability and highly motivated

- Bachelors Degree in Finance, Banking/Business, Business Administration
- Previous sales experience in Banking/Financial Services industry preferred
- Previous management experience, 5 years preferred
- Proven ability to lead and motivate teams
- Willingness to deliver exceptional customer service
- Possess excellent verbal and written communication skills
- Ability to multi-task
- Problem solving and analytical ability
- Proficient computer skills, Microsoft Applications
- An understanding of federal and state agency security requirements and bank policies and procedures

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