



Charles River Bank

MEDWAY BRANCH SUPERVISOR

Reports to: Medway Market Manager and Medway Branch Operations Manager

Supervises: Teller/ Personal Banker Staff

Summary:

Supervision of daily operations of the teller/personal banker area, responsibility for branch vault and cash, and delivery of exceptional customer service to enhance customer relationships. Recognizes selling and referral opportunities to other specialists within the bank. Oversee the operational activities of teller/personal banker staff, and support the Market Manager and Branch Operations Manager as a coach and mentor to teller/personal banker team.

Judgment:

Work is generally performed independently with guidance from the Medway Branch Operations Manager or Medway Market Manager. Requires considerable judgment and creativity in choice of action within the Bank's established policies and objectives for growth, customer service.

Job Requirements:

- Bachelor's Degree and/or five years of previous experience in retail banking and customer service
- Previous Branch Cash and Vault Oversight experience
- Supervisory experience of three years
- Strong written and verbal skills
- Competency with Microsoft Word, Excel and Outlook

Special Knowledge, Abilities, and Skills:

Considerable knowledge of banking regulations, operations, products, services, policies and procedures. Ability to work with customers effectively and maintain a high level of customer service. Ability to train, motivate, and supervise personnel. Must be able to manage multiple priorities and follow through. Schedules tellers, distributes work, monitors and coach's staff in the more complex phases of their duties, guides them in cross-selling efforts and assists them in proving, as necessary. Documents overages and shortages, managing to the Teller Performance Criteria.

Specific Job Functions:

- Ability to train, motivate, and supervise Tellers/personal bankers and to solve problems, as well as to deal courteously and effectively with customers and staff.
- Participates in the work of the Teller/Personal Banker area, processing deposits, withdrawals, check cashing, loan payments, and all other customer transactions initiated by customers in person, by mail, or in the night drop; with accuracy and proficiency.
- Skill and attention in handling money; aptitude for figures and detailed work.



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- Opens and closes the branch; maintains and stays abreast of security policies and procedures.
- Considerable knowledge of banking operations, principles, procedures, products, services, and the Bank's policies and compliance issues.
- Ability to deal with customers effectively, to maintain a high level of customer service, and to be objective, firm, and persuasive in making good contacts in the communities and in developing business.
- Maintain up-to-date knowledge in BSA and AML and Suspicious Activity.
- Complete monthly audit and security reports
- Preparation and distribution of monthly branch audits.
- Ensures staff is up to date on ICBA Training and other compliance programs.
- With the Medway Branch Operations Manager, exercises direct supervision over teller/personal banker personnel.
- Counsels employees when needed. Coordinates staff training when needed.
- Refers to other experts at the bank, including mortgage consultants, commercial loan officers, or financial services, when appropriate.
- Researches and resolves customer problems and provides phone and online support to customers.
- Maintain teller schedule, identify staffing needs and make recommendations accordingly.
- Lead by example to maintain a professional, business-like atmosphere within the branch office.
- Other duties as assigned

Physical Requirements:

Ability to communicate clearly and concisely with customers. Ability to lift up to 25 lbs for coin shipments, moving bank equipment, etc. when necessary.