Charles River Bank

ASSISTANT BRANCH MANAGER

Reports to: Branch Officer/Branch Manager
Supervises: Personal Bankers, Tellers

Summary:

The Assistant Branch Manager (ABM) position requires supervisory and administrative responsibility for various operations, retail banking, security, audit, engagement and compliance functions. The ABM supports the Branch Manager (BM) in exercising executive and administrative control over the functions of the office, including the supervision of Banker and Customer Service functions. The ABM works closely with the BM to help achieve established product, service, engagement and deposit/loan growth goals.

This position is responsible for maintaining and growing existing Customer relationships by recommending solutions and identifies new relationships through Customer Service interactions, and during interaction with community organizations and at business events.

Job Requirements:

The essential functions include, but are not limited to the following:

- Bachelor's degree and three to five years previous experience in Retail Banking and Customer Service.
- Excellent organizational, communication and supervisory skills.
- Prior experience with branch cash management and security (i.e., main vault, cash ordering, ATM settlement, cash transfers, etc.)
- Exceptional engagement, referral and Customer Service skills.
- Extensive knowledge of Retail Banking policies and procedures, core banking system processing, and regulatory standards in order to assist Branch Customers and Colleagues.
- Knowledge of Consumer and Commercial loan products, lending policies, procedures and regulatory standards.
- Thorough knowledge of transactional processing, compliance issues, and products/services offered by CRB.

- Ability to train, motivate, and supervise Bankers. Applies personnel actions as deemed appropriate after consultation with the BM and counsels/coaches staff when needed.
- Evaluates performance of each Banker and documents overages and shortages.
- Effectively communicates with Customers, Colleagues and bank vendors.
- Proficient with software such as Microsoft Word, Excel and Outlook.

Specific Job Functions:

- Responsible for Customer engagement, referral and growth goals, operational efficiency goals and compliance requirements. Leads by example in this area. Assists with planning and implementation of programs to train branch personnel in Customer engagement and conversations.
- Maintains the branch schedule identifies staffing needs.
- Determines Customer' needs and provides solutions through bank products and services. Provides referrals to appropriate personnel (inside or outside of CRB).
- Participates in activities for generating new business such as: identifying potential Customers, utilizing business development calls, and attending community and special events.
- Opens and closes the branch while maintaining security policies and procedures.
- Responsible for security of vault, proof, audit, cash ordering, cash transfers.
- Exhibits flexibility with branch scheduling and is able to work evenings and Saturdays. Maintains a professional, business-like atmosphere within the Branch.
- Participates in processing transactions whenever needed (i.e., deposits, withdrawals, check cashing, loan payments, and all other transactions initiated by Customers in person, by mail, online, phone, or in the night deposit bags).
- Completes monthly audits, video/camera review and security reports.
- Escalates Customer issues for approval whenever necessary. Addresses, resolves and records Customer complaints using Contact Management.
- Continually monitors operational results and makes recommendations for modifications/improvements.
- Originates all deposit accounts and related services, as well as retail lending products, such as: HELOC’s, HELOAN’s, Auto Loans, Personal Loans, ODLOC, and Mass Save Loans.
- Represents the Bank through active involvement in community and industry organizations.
- Performs additional duties as requested, needed or assigned.

Salary Range:

- $58,00 - $78,000