



MEDWAY BRANCH SUPERVISOR – Full Time

Reports to: AVP/Medway Market Manager and Medway Branch Operations Manager
(Medway Branch Management Team)

Supervises: Medway Personal Banker Team

Summary:

Supervises the daily operations of the Medway Branch and Personal Bankers. Responsible for Branch vault/cash and consistently delivers exceptional Customer service in order to enhance Customer relationships. Performs Customer service functions, including opening new accounts at a Personal Banker II level (minimum level). Recognizes Customer engagement and actively participates in Business Partner referral opportunities. Oversees the operational activities of Personal Bankers. Provides coaching and career development of the Personal Banker Team with the support of the Medway Branch Management Team. Collaborates with the Medway Branch Management Team to create and deliver annual performance reviews for Personal Bankers. Creates and delivers Performance Management documentation in conjunction with the Branch Management Team and counsels Personal Bankers as needed.

Job Requirements:

- Bachelor's Degree and/or five years of previous experience in Retail Banking and Customer service.
- Candidate must successfully complete PBII assessment within 90 Days from date of hire and completes PBIII assessment within 1 year of hire.
- Previous Branch Cash and Vault oversight experience.
- Supervisory experience of three years or more.
- Excellent written, interpersonal and communication skills.
- Ability to travel to other Charles River Bank Branch locations and assist with staffing as needed.
- Competency with Microsoft Word, Excel and Outlook.

Position 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 Personal Bankers and guides them in Customer engagement efforts. Must be able to manage multiple priorities and multitask effectively. Completes the Medway Branch schedule, distributes work and ensures all transaction processing is completed daily. Assists Personal Bankers with daily settlement and documents overages and shortages as necessary.

Specific Job Functions:

- Participates in the processing of all daily Customer transactions initiated by Customers in person, by mail, or in the night drop and completes the transactions with accuracy and proficiency.
- Pays attention to details, including handling and ordering money.



Charles River Bank

- Supervises, opens and closes the Medway Branch as needed.
- Exhibits flexibility with Branch scheduling and is able to work evenings and Saturdays.
- Considerable knowledge of Banking operations, principles, procedures, products, services, compliance and Charles River Bank's Standard Operating Procedures (SOP).
- Ability to deal with Customers effectively and leads by example with Charles River Bank's "Every Customer, Every Time" Customer Service standards.
- Maintains up-to-date knowledge of BSA, AML and Suspicious Activity incidents.
- Prepares and completes the monthly Branch audit and security reports as needed.
- Ensures that all Personal Bankers are up to date with ICBA Training and compliance training programs.
- Assists with weekly Branch Staff meeting agenda items and participates as well in the delivery of the meeting information.
- Coordinates, schedules and oversees Personal Banker training as needed.
- Researches and resolves Customer problems in a timely manner.
- Answers incoming phone calls and provides online support to Customers as needed.
- Maintains the Medway Branch schedule, identifies staffing needs, and makes recommendations to the Branch Management Team accordingly.
- Leads by example to maintain a professional, business-like atmosphere within the Medway Branch office.
- 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 MA Save Loans.
- Escalates Customer issues for approval whenever necessary. Addresses, resolves and records Customer complaints using Contact Management.
- Represents the Bank through active involvement in community and industry organizations.
- Performs additional duties as requested, needed or assigned.

Physical Requirements:

Ability to communicate clearly and concisely with Colleagues and Customers. Must be able to lift up to 25 lbs. for coin shipments, moving Bank equipment, etc., whenever necessary.

Salary Range:

- \$26 - \$33.00 per hour