



Assistant Branch Manager JOB DESCRIPTION

Job Description

The Assistant Branch Manager is responsible for the day-to-day retail operations for the branch while ensuring excellent customer service, promoting teamwork, and expanding customer relationships. The Assistant Branch Manager reports to either the Branch Manager or the Regional Manager and maintains oversight of daily transaction activity within the branch to ensure compliance with regulatory requirements and bank policies.

Responsibilities

- Maintains a service culture and promotes teamwork.
- Assists the Branch Manager or Regional Manager in all aspects of managing the branch including making hiring recommendations, training, scheduling, and coaching team member performance.
- Maintains knowledge of all policies and procedures to make sound decisions.
- Proactively seeks new customers through outreach and follow-up.
- Leads teammates by example by offering exceptional customer service and coaches the team to provide the same level of service.
- Maintains a strong working knowledge of products, services, and procedures.
- Opens new deposit accounts and maintains existing deposit accounts while following all policies and procedures.
- Processes all teller transactions in an accurate and efficient manner.
- Performs surprise cash counts.
- Oversees and participates in the daily and weekly branch duties (filling of the ATM, teller balancing, ordering cash, etc.) and reviews daily and weekly reports.
- Assists in handling high-touch customers.
- Expands customer relationships and assists in customer expansion efforts.
- May be asked to assist at various branch locations.
- Performs a variety of duties to promote a well-functioning branch.

Qualifications and Requirements

- At least two years of banking experience preferred.
- At least one year of supervisory experience preferred.
- Proficient computer skills—including e-mail, Microsoft Office products, and ability to learn new software systems and products.
- Positive approach in interactions with customers and co-workers.
- Professional written and oral communication skills.
- Ability to work a schedule that includes working weekends.
- Lifting requirements for this position include being able to lift various items including boxes of files, coin, and other items up to 50 lbs.

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Personal Attributes

- Excellent interpersonal and customer service skills.
- Strong work ethic and reliable attendance.
- Careful attention to detail.
- Adaptable and flexible coaching style which takes into account the needs and learning styles of a diverse team.

Shift

Daytime: Must be able to work any schedule Monday -Friday 7:45 am-5:30 pm and Saturday 8:45 am-12:15 pm. in addition to extra hours as needed.

Average Hours Per Week

40-43. Non-exempt position. Eligible for overtime.

Location

Delta, CO

Compensation

\$20/hour - \$27/hour. Commensurate with experience and skillset.

Benefit Summary

Full-time benefits include access to health, dental, vision, disability, and life insurances. Both full-time and part-time employees have access to the bank's 401(k) plan and paid time off.

Keep in Mind

The above information on this description has been designed to indicate the general nature and level of work performed by employees for this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required to employees assigned to this job.

All FCNB employees must adhere to and comply with all of the Bank's policies and procedures. In addition, all employees must ensure transactions are processed in compliance with the Bank's policies and procedures addressing the Bank Secrecy Act, USA Patriot Act, and Office of Foreign Asset Control regulations.

We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, age, sex, sexual orientation, gender identity, disability veteran status, genetic information or any other stats protected under applicable local, state, or federal nondiscrimination laws.

All FCNB job descriptions are subject to modification at the discretion of executive management in order to meet the needs of the institution. Any modifications to the job description will be communicated to the employee at such time change is deemed appropriate.