



## **Branch Manager**

### **Summary**

Responsible for building long term relationships with clients including but not limited to opening new accounts, selling bank services, handling various issues by finding the right solutions for their financial needs, providing expert advice regarding products and services, and effectively referring clients to other business lines within the Bank as needed. Management and development of the retail staff in the Rome location, with focus on exceptional customer service, consistent execution, flexibility, and problem solving skills.

### **Key Duties and Responsibilities**

- Ability to lead and support the retail staff by assisting with daily transactions, workflow, issues, training, and sales to achieve top quartile performance.
- Demonstrates a high level of knowledge of all River City Bank's products to successfully take in referrals for other products or services and appropriately refer to other business lines within the Bank.
- Demonstrates ability to plan, coordinate, and manage the retail team for overall branch efficiency.
- Actively sell products and services based on River City Bank's needs-based approach.
- Consistently works to lead and assist branch in meeting or exceeding deposit goals as set by Management.
- Ability to work well independently but also lead the team with a collaborative approach.

### **Overall**

- Build and maintain positive relations with all clients, potential customers, and co-workers.
- Creates an environment of commitment to compliance, including but not limited to the BSA/AML and OFAC Compliance Program which encompasses acting with integrity even in difficult situations; completing training in a timely manner; setting an example for others in diligently reporting suspicious activity; and understanding both your individual and the organization's responsibilities around fair and responsible banking and to use that knowledge to serve customers fairly and consistently.
- Maintains a proficient knowledge of all department and Bank policies, procedures, and regulations that pertain to all duties within the job as specified.
- Complete other duties as assigned.

### **Preferred Experience/Achievements:**

- College Degree or Diploma
- Minimum of 3-5 years' experience in banking
- Management/Leadership experience
- Consumer and small business lending experience
- Sales experience