

Branch Operations Manager

Location: Willard

Department: Deposit Operations

Reports to: Branch President/Chief Operations Officer

Hours: Full-time, Monday-Friday

Job Summary:

The Branch Operations Manager is responsible for overseeing bank deposit operations at the branch level, including supervision of tellers and personal banking representatives. The Branch Manager also coordinates day-to-day facility operations. Duties may vary based on staffing and day-to-day operations.

Essential Job Functions:

1. Maintain daily operations functions of their Freedom Bank branch.
2. Facilitate hiring, development, and conflict resolution of all tellers, personal banking representatives, and additional deposit operations staff, if applicable.
3. Monthly scheduling of branch staff.
4. Daily account resolution for regional customers.
5. Primary contact for customer conflict resolution.
6. Facility management including security, supplies, maintenance, etc.
7. May require travel/availability among branches as needed.
8. At times, perform backup teller and/or personal banking representative duties.
9. Other duties that may be assigned by Branch President or COO.

Job Requirements:

- Significant experience in bank operations including but not limited to teller, personal bank representative, and branch management.
- In-depth knowledge of bank policy, procedures and regulations.
- Previous supervision/human resources experience.
- Excellent conflict resolution with internal associates and external customers/vendors.
- Self-starter who is organized, efficient, and has great time management skills.
- Ability to multitask.
- Excellent oral and written communication skills.
- Ability to read, write, type, see, hear, speak, or otherwise communicate in English
- Excellent work habits, attendance, and ability to follow policies and procedures.

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Physical & Environmental Conditions:

- This position exists in an office environment requiring the individual to perform normal activities including, but not limited to, lifting, filing and retrieving, operating office equipment, etc.
- Must be able to remain seated for long periods of time.
- Some travel for meetings or training may be required.

Working Relationships:

- All bank management and associates.
- Customers and potential customers (in person and by phone).

Education:

- Minimum education level - A high school diploma or equivalent required.
- Preferred education level - An associate or bachelor's degree is preferred.

Supervisory Responsibilities:

- Branch Operations Manager is a direct supervisor to Teller Supervisor and Senior Personal Banking Representatives, as well as overseeing all tellers and personal banking representatives.
- Branch Operations Manager may have additional supervisory duties at the branch level.

Note: This position description is intended to describe the nature and level of work performed by the associate assigned to this classification. It is not an exhaustive list of all responsibilities, duties, skills required for associates in this classification.