



JOB TITLE: Branch Operations Manager

JOB DESCRIPTION:

The Branch Operations Manager is responsible for supporting branch goals and overall business success. Provide direction, leadership and motivation to ensure that the office team achieves service, sales and operational goals. This is a very important position that requires a strong understanding of business deposit products, have commitment, dedication and drive to achieve aggressive objectives and standards.

RESPONSIBILITIES:

- Supervise the day to day operational functions of the branch
- Hiring, training, and retention of staff
- Expense control
- Maintain high customer service standards
- Resolve customer service issues
- Review daily reports
- Ensure staff is following PWB's bank policies and procedures
- Engage in written counselings
- Prepare Performance Partnership reviews
- Meet deposit growth goals
- Achieve satisfactory audit ratings
- Identify and mitigate operational risk
- Perform other duties as assigned

POSITION REQUIREMENTS:

- Minimum of five years of recent experience working in a commercial bank as a Supervisor
- Thorough knowledge of bank operations including Teller, New Accounts, and Customer Service
- Strong written and oral communication skills
- Proven leadership skills, and the ability to coach staff to ensure high level of customer service