



Citizens State Bank of Loyal

TITLE:	Branch Manager and Consumer & Residential Lender	Reports to: VP, Deposit Services Officer
FLSA:	Exempt	Location: Neillsville
CATEGORY:	Full Time	Date: April 2023

SUMMARY

As a Branch Manager you are responsible for the achievement of sales goals, operational activities and staff of the Neillsville branch. Additional responsibilities include, developing new outside business to include retail and commercial deposit gathering, consumer lending and mortgage lending. Oversee and ensure the sale of new and existing business inside the branch and promote new sales generation outside of the bank. Ensure the quality of the branch customer service, and development and training of branch staff. Promote a positive bank image within the community. Oversee administration of all Branch personnel issues. Ensure the protection of all branch assets. Operate branch within budget.

ESSENTIAL DUTIES

- Responsible for the operation of the branch location to include but not limited to; general staffing and operational efficiency, high levels of customer service and sales growth, operations processing accuracy and efficiency, establishing, monitoring and achieving branch sales and service goals
- Responsible for the physical assets of the branch and the branch real estate to include maintenance and upkeep and facilities related expenses and budget goals.
- Ensure Branch compliance with Bank policies and procedures, including the accuracy and timeliness of teller processing and balancing. Responsible for interpreting and ensuring consistent application of organizational policies. Enforce all regulatory policies, procedures and compliance regulations including but not limited to: anti-money laundering, US Patriot Act, Bank Secrecy Act, OFAC, fraud protection, security procedures and privacy and confidentiality requirements.
- Individually responsible for the growth and service of the Branch's consumer and residential lending portfolios within the limits of the Bank's Lending Policy. Further responsible for the growth and service of the Branch's mortgage banking portfolio utilizing programs the Bank offers through various partner agreements.
- Branch personnel staffing and development including; leadership, coaching and mentoring of subordinate staff. Performing general employee management duties, exercising normal authority over staff concerning performance appraisals, reprimands, terminations and promotions in conjunction with senior management. Completion of periodic employee reviews. Assist senior management with employee tracking and documentation. Work with senior management to ensure proper staff training and educational development.

ENVIRONMENT AND PHYSICAL ACTIVITY

The physical and work environment characteristics described in this description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions or as otherwise required by law. Employees needing reasonable accommodations should discuss the request with the employee's supervisor or Human Resources.



Citizens State Bank of Loyal

This work requires the occasional exertion of up to 10 pounds of force; work requires sitting, frequently requires standing. Work has standard vision requirements. Work requires preparing and analyzing written or computer data and observing general surroundings and activities.

MINIMUM REQUIREMENTS

- 2-3 years of banking experience in supervisory or management role
- 2-3 years of lending or loan related experience
- High school education or equivalent
- Demonstrated ability to supervise, train, coach and motivate others to achieve goals
- Demonstrated problem solving and conflict resolution skills
- Ability to calmly diffuse and manage challenging situations
- Strong communication and interpersonal skills
- Strong organizational skills
- Strong knowledge of banking core and support applications
- Reliable, dependable and responsible



Acknowledgement: This job description is not intended and should not be construed to be an all-inclusive list of responsibilities, skills, efforts or working conditions associated with this position. While this job description is intended to be an accurate reflection of the job requirement, management reserves the right to modify, add or remove duties from particular jobs and to assign other duties as necessary. I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

Employee

Date