



Citizens State Bank of Loyal

TITLE:	Branch Manager	Reports to: VP, Deposit Services Officer
FLSA:	Exempt	Location: Loyal WI
CATEGORY:	Full Time	Date: 02/26/2024

SUMMARY

As a Branch Manager you are responsible for the achievement of sales goals, operational activities and staff of the branch. Additional responsibilities include, developing new outside business to include retail and commercial deposit account development. 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 reputation and operation of the branch location to include but not limited to; high levels of customer service and sales growth, operations processing accuracy and efficiency, general deposit staffing.
- Establishing, monitoring, and achieving branch sales and service goals
- Responsible for the growth of bank products through cross-sales and account opening.
- Ensure Branch compliance with Bank policies and procedures, including the accuracy and timeliness of teller processing and balancing.
- Branch personnel staffing and development including; hiring, leadership, coaching and mentoring of staff.
- Performing general employee management duties, exercising normal authority over staff concerning professional development, performance appraisals, reprimands, terminations and promotions in conjunction with senior management.
- Responsible for ensuring consistent application of organizational policies. Enforce all regulatory policies 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.
- Responsible for the physical assets of the branch and the branch real estate to include maintenance and upkeep, staying within budgets.
- Daily tasks as assigned

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.

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.



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MINIMUM REQUIREMENTS

- Associate degree in business or related field plus some practical related experience. Equivalent combination of education and experience will be considered.
- 2-3 years of banking experience in supervisory or management role is preferred
- Leadership ability to supervise, train, coach and motivate others to achieve goals
- Strong communication and interpersonal skills including conflict resolution
- Strong organizational skills and attention to detail
- Strong knowledge of retail banking, deposit operations, and a variety of computer applications
- Possess a business-development mindset



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. This job description is neither an employment contract nor a legal document.