

FIRST RESOURCE BANK

Title:	Branch Manager	Availability:	Monday – Thursday 8:00AM - 5:00PM Friday 8:00AM – 6:00PM
FLSA:	Exempt	Location:	Lino Lakes, MN
Category:	Full Time	Reports to:	VP of Retail Banking

Position Summary

The Branch Manager supports the daily operation of the office by providing leadership, training, coaching and supervision to all branch staff. This position will require business development skills, community involvement and networking abilities to grow and expand the branch and the bank. The Branch Manager will open new deposit accounts while promoting and cross-selling other bank products & services including consumer loans. Compliance with all state, federal, and security laws as well as bank policies and procedures is required.

Primary Duties

1. Provides leadership and direction to the retail staff in the branch.
 2. Business Development – Sales and Branch growth with community involvement and networking.
 3. Create a team atmosphere by training and cross-training to ensure branch wide compliance with bank policies and procedures including the monitoring of employee work to ensure minimal errors and omissions when working with other departments for review or final processing.
 4. Manages the operation of the overall branch office which includes maintenance forms, wires, etc. while maintaining a professional, business-like atmosphere within the office.
 5. Recognizes and acts on opportunities to sell bank products and services to achieve established referral goals individually and for the branch, while providing excellent customer service to internal and external customers.
 6. Provides a range of customer services at the financial institution, including: preparing paperwork, application, or profile to open new accounts, explaining available products and services, and gathering client information to process new and existing accounts and services timely, all while listening for cross-sales opportunities.
 7. Responsible for the deposit portfolio in the branch including retention of current customers and acquisition of new prospects.
 8. Responsible for retail loan portfolio in the branch per the lending policy (i.e., Ready Reserves, vehicle and Home Equity, etc.) while maintaining asset quality. Perform loan administration tasks such as preparing reports, working on past dues, loan presentations, communicating updates to SVP of Retail Lending, etc.
 9. Maintain a thorough knowledge of bank security policies and procedures individually and for the retail staff at the branch to manage risk and reduce losses.
 10. Administrative Duties (i.e., overdrafts, reconciling, loans, etc.)
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Secondary Duties

1. Provide customer assistance to clients as they enter the branch.
 2. Assist in other areas of the branch when needed (i.e., answering/transferring phone calls, preparing incoming/outgoing mail, safe deposit box assistance, etc.)
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Supervisory Responsibility

1. This position supervises the retail staff at the assigned branch.
 2. Help develop retail staff in their current positions and mentor internal knowledge and growth within the business for continued success and growth at the branch level.
 3. Conduct performance reviews and monthly one-on-one meetings with retail staff at the assigned branch.
 4. Coach and develop the retail staff at the assigned branch.
 5. Assist in the interview and recruiting process when retail positions become available.
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Minimum Requirements

- Required Experience:
 - Knowledge and experience in retail banking, new accounts, etc.
 - Ability to proactively solicit new business
 - Excellent interpersonal verbal and written communication skills
 - Previous supervisory experience with the ability to develop and work with a team
 - Ability to operate a calculator, computer, photocopier, fax, telephone or other machines specifically related to position.
 - High School diploma or equivalency

 - Preferred:
 - Knowledge of retail lending
 - Bachelor's degree in business, accounting, finance or equivalent experience
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