



Savings Bank
OF MENDOCINO COUNTY
Member FDIC

Job Description

Job Title: Branch Manager 1, 2 or 3 (Level and Grade dependent on branch size classification)

Department: Branch Assigned

Reports To: Branch Administrator

Salary Grade/Salary Range: 10 (\$20.86/hr to \$33.32/hr, 11 or 12

Revision Date: October 2012

Position Summary

Responsible for ensuring the efficient operation of the assigned Branch location. Responsible for ensuring each Branch function is performed with accuracy, proper security, and in complete compliance with all of the Bank's standards and Federal and/or State laws. Performs marketing and networking opportunities for the Branch. Manages and oversees each staff member at the Branch location. This is an exempt position.

Branch Size Classification Guidelines

Factors that determine the level and grade of Branch Manager: Staff size, Number of ATMs, Safe Deposit Box services, Lending services and Drive-up services at the Branch. Level 3 Branch Managers are at Head Office, Fort Bragg and Willits. Level 2 Branch Managers are at South Ukiah, Lakeport, Mendocino and Pear Tree. Level 1 Branch Managers are at Hopland, Redwood Valley and Laytonville.

Essential Job Functions and Responsibilities

- Regular and predictable attendance and punctuality.
- Open and close the Branch.
- Ensure cash levels are planned and estimated in advance, sufficient to meet Branch needs and are in compliance with Bank policies.
- Supervise all Branch staff.
- Complete daily attendance sheet and daily EmpowerTime entry by established deadlines.
- Write performance reviews, counseling documents and quarterly coachings within prescribed deadlines for timeliness. Deliver to staff members as applicable.
- Prepare and oversee employee cross-training schedule.
- Schedule Branch staff and delegate Branch tasks appropriately.

- Promote a positive, enthusiastic work environment towards excellent Customer Service and Employee Relations.
- Assist in training new staff members.
- Ensure monthly Branch certifications are accurate and sent to Branch Administration on time.
- Oversee all Branch compliance reporting, including Reg CC and Bank Secrecy Act.
- Ensure the Branch is safe and its appearance conforms to Bank standards.
- Open all types of new accounts including savings, checking, Certificates of Deposit, IRA's, and Trusts.
- Possess detailed knowledge of all Bank accounts, products and services.
- Perform all CSR duties.
- Balance Branch CD and IRA accounts.
- Make daily overdraft decisions and close accounts within the Bank's guidelines.
- Complete site visits for new Business accounts.
- Maintain accurate Bank documents and records according to Bank retention and compliance guidelines.
- Work with the Relationship Banking Officer to promote the Bank and bring in new customers.
- Cooperate with and complete assignments associated with internal and external audits in a timely fashion.
- Other duties as assigned.

Qualification Requirements

- To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Must pass a teller test. A minimum score of 70 or better is required to be considered for an interview.
- Flexibility with hours and days, as applicable to Branch.
- Excellent customer service skills and the ability to promote and maintain the Bank's customer service standards.
- Strong verbal and written communication skills.
- Excellent attendance record.
- Ability to maintain customer and employee confidentiality.

Education and/or Experience Requirements

- High School Diploma or General Education Degree (GED) required.
- Minimum of five years banking or related experience and/or training required.
- Minimum of four years supervisory experience required.

Minimum Typing Speed Required

25 wpm or higher keyboarding speed and familiarity with 10-key pad.

Language Skills

- Ability to read and interpret documents such as safety rules, operating instructions, procedure manuals, policies and memorandums.
- Ability to write routine correspondence and communicate effectively and tactfully, orally and in writing with employees, customers, vendors and management.
- Must possess the ability to speak clearly so others can understand.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
- Bilingual skills desirable.

Mathematical Skills

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to use a basic calculator.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Other Skills and Abilities

- Familiarity with Windows-based computer required. Previous experience with the Microsoft Office suite and banking-related software preferred.
- **Evaluating Information to Determine Compliance with Standards** – Using relevant information and individual judgment to determine whether transactions, events or processes within scope of authority comply with laws, regulations or Bank standards.
- **Working Directly with the Public** – Ability to deal directly, face-to-face and on the phone with the public, following the Bank’s Customer Service Standards.
- **Establishing and Maintaining Interpersonal Relationships** – Developing constructive and cooperative working relationships with others and maintaining them over time.
- Interpersonal skills that promote a positive work environment.

Risk Management Requirements

Complete risk management tasks for areas of responsibility or as assigned, including but not limited to: ensuring that published policies and procedures are kept up to date; required risk assessments are completed and re-visited at appropriate intervals; all vendor management due diligence and other documentation is completed for new and existing vendors.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, reach with arms, talk or hear and use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to climb or balance, stoop, kneel, crouch and may occasionally use ladders for a variety of tasks. The employee must frequently lift and/or move 10-20 pounds and occasionally lift and/or move 25-50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Some driving may be required.

Post-offer physical is not required for this position.

Acknowledgment:

I understand that this job description should in no way be construed as a contract for employment, but rather is intended to indicate the general nature and level of work to be performed. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to or from this job at any time. It is not designed to contain nor be interpreted as a comprehensive account of all the responsibilities and/or qualifications required of an employee assigned to this job. These job duties may be subject to change at any time due to reasonable accommodation or other reasons. Further, I understand that if I have any physical limitations or require any accommodations in order to perform the essential functions of my job, I must immediately inform my supervisor.

Employee Signature

Date

Supervisor Signature

Date