



**Position Description**  
**Branch Manager**

Job Title:	Branch Manager	Department:	Management
Reports To:	Retail Branch Manager	FLSA Classification:	Salary
Hours:	Monday – Friday; 40 hours/week		

**Position Summary:**

The role of the Branch Manager is responsible for upholding the company’s core values and overseeing the overall operations of the branch while managing a team of associates. In addition, the Branch Manager will collaborate with branch team members and loan officers to identify and lead business development opportunities, with a focus on driving retail customer acquisition, retention, and cross-sales of deposits, loans, and various retail products and services. Branch Managers will identify and recommend ideas for messaging in local market and recommend ideas to marketing for targeted efforts in Market area.

Essential duties are not intended to be an exhaustive list of all responsibilities, duties, and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it. The omission of specific statements or duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of this job.

Bank of St. Francisville is committed to providing equal employment opportunities. We will not discriminate against employees or applicants for employment on any legally recognized basis including, but not limited to, veteran status, race, color, religion, sex, marital status, national origin, physical or mental disability, age, political affiliation, or any other category protected by federal, state, or local law or ordinance.

**Duties/Responsibilities:**

- Oversee operations of the bank location and provide direction and insight to ensure the proper execution of bank processes and procedures by all employees.
- Manage assigned employees of the branch by hiring, training, assigning work, coaching, conducting performance reviews, and overseeing performance to ensure a strong team environment consistent with Bank values and operational needs.
- Motivate and train staff on bank products and procedures and uphold adherence to the company’s standards.
- Manage overtime, teller management process, deposit origination process, and scheduling to ensure processes and procedures are adhered to and costs are in line with budget.
- Facilitate and lead branch meetings to ensure open communication on Bank related business, policies, procedures, goals, etc.
- Develop and actively participate in training programs for assigned employees at all levels while facilitating and overseeing customer support and technical components of the positions, ensuring effective and helpful support is provided to employees.
- Direct and drive branch sales and service process through meetings, selling, processing, and referral of all bank products while setting and monitoring goal achievements.
- Receive and process consumer loan applications and resolve exceptions and past due loans in compliance with bank policies and procedures.
- Lead the establishment and maintenance of a high-quality business development program to aid in the growth of the bank and continuously enhance the customer experience.
- Lead marketing efforts in the local market and collaborate with the Marketing team to develop consistent messaging for the community.
- Proactively identifies business development opportunities, including community engagement to drive branch growth.



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### Branch Manager

- Engage in prominent roles within the community and other service organizations to promote local visibility of the bank and enhance community relations.
- Perform internal assessments to prepare for audits while ensuring all policies, procedures, data, etc., are accurate and compiled timely and discrepancies/concerns are reviewed with management.
- Address customer problems and complaints, as well as counsel customers with special requests in such a way that builds strong relationships and complies with bank policies and procedures.
- Maintain the Branch facilities while coordinating with the appropriate internal/external parties to ensure all preventative and repair work is addressed timely. while notifying senior management of necessary preventative and repair work coordinating with the appropriate parties internally and externally to ensure facility
- Function as an operational backup for the Universal Banker and Teller positions to support times of high customer traffic and/or staffing shortages and ensure a positive customer experience.
- Comply with and enforce all bank policies and procedures and regulatory requirements.
- Maintain the highest level of professionalism and team support while exhibiting BSF Core Values.
- Perform additional tasks as assigned.

### Competencies:

- Ability to effectively lead and motivate a team, set clear expectations, and drive performance to achieve branch goals.
- Ability to manage branch financials, including deposits, loans, and operational expenses.
- Excellent verbal and written communication skills, with the ability to communicate effectively with customers, team members, and senior management.
- Proven ability to identify and resolve operational issues, customer complaints, and complex banking transactions.
- Thorough knowledge of banking regulations, compliance requirements, and risk management practices to ensure the branch operates within legal and regulatory guidelines.
- Skilled in recruiting, training, and developing team members to enhance their skills and foster a cohesive and high-performing branch team.
- Ability to develop and execute strategic plans to achieve branch targets and contribute to the overall success of the bank.
- Strong understanding of banking products, services, and procedures.
- Exhibits in-depth knowledge of laws and regulations applicable to lending practices.

### Education and Experience:

- A High School Diploma (GED) is required.
- Bachelor's degree or equivalent work experience is preferred.
- Two to three years of experience in a financial institution required.
- One year of Branch Management experience preferred.

### Physical Requirements:

This position operates primarily in an indoor setting. It requires long periods of sitting at a desk and operating a computer or other office equipment and frequent periods of walking/standing throughout the day. This position requires frequent communication with others, both speaking and listening. Lifting and carrying up to 15 pounds may be required as necessary.

### Acknowledgement:

I have reviewed and understand the responsibilities listed in this job description and acknowledge that I am able to perform the essential functions of the position. I understand that the duties of this position may change on a temporary or regular basis according to the needs of the company, and these changes may not specifically be included in this job description. If I have questions about my position, I understand that I should discuss them with my manager.



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I further understand that this job description does not create an employment contract, and my employment is strictly at will unless otherwise agreed upon in writing by the CEO of the company.

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Employee Name (Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date