



Branch Manager

Job Classification: Full-Time, Exempt

Reports to: EVP/Branch Operations Manager

Position Summary

The Branch Manager is responsible for the administration and efficient daily operation of a full-service branch office, including operations, product sales, customer service and security and safety in accordance with the Bank's objectives. Develops new deposit business; provides a superior level of customer relations and promotes the sales and service culture through coaching, guidance, and staff motivation; achieves individual and branch sales goals through new business sales, referrals and retention of account relationships. Provides leadership, training and supervision; delegates day-to-day operations to the lobby service personnel and/or other branch personnel. Responsible for attaining established Bank and branch goals through active participation in sales management and being the documentation and IRA expert for the branch.

Principal Duties and Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. The duties listed below may not include all responsibilities that the person in this role may be asked to perform. May be required to perform other related duties, as assigned, including cross training across other departments, as necessary. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

1. Manage the day-to-day branch operations to ensure operational excellence. Oversee the supervision of all lobby service operations, which includes banking center operations specialists and customer service representatives.
2. In larger markets, may have to oversee the Lobby Operations Manager and work in tandem to oversee the operations of the banking center.
3. Monitor and oversee all lobby service procedures and transactions (overrides, audits, balancing, bait money; approve checks, review large items, ensure banking center operations specialist/vault limits are within policy, etc.)
4. Resolve escalated customer complaints/issues promptly and effectively.
5. Act as the Branch Security Coordinator responsible for overall branch security and adherence to policy and procedures. Responsible for quarterly security inspections, as well as conducting monthly security training.

6. Responsible for Business Online Services, ensuring proper completion of necessary documentation and providing documentation to the Electronic Banking Department.
7. Provide ongoing guidance and support to lobby service personnel in the development of the Bank's overall mission of recruiting customers, building relationships, and retaining customers.
8. Promotes an effective sales and service environment.
9. Responsible for quality control verification of all new account maintenance and lobby services performed at the branch, including but not limited to, open/close accounts, online banking, IRA's, debit cards, and wire.
10. Maintain working knowledge of all the Bank's products, services, and service charges.
11. Conducts regular staff meetings to effectively communicate compliance with all Bank policy and procedures. Will communicate any updates to lobby service personnel, as necessary.
12. Conducts 90-day evaluations for new lobby service personnel and annual performance evaluations for lobby service personnel, as needed.
13. Monitors lobby service personnel performance. When appropriate, coaches for improved performance and engage in disciplinary action steps with Human Resources.
14. Complies with Federal and State regulations and all established Bank policies and procedures.

Knowledge, Skills and Abilities

- Support and promote the Bank vision, mission and core values, organizational structure and policies and procedures.
- Must have excellent analysis, observation, and decision-making skills.
- Highly focused, able to rapidly determine key priorities, clearly communicate the priorities and ensure resources are properly aligned.
- Excellent interpersonal and communication skills are necessary for maintaining effective relationships with Board members, officers, employees, and members of the business and civic community.
- Individual should be able to work under high pressure situations and a stressful atmosphere and then should remain composed.
- Provides strong, compassionate, and visible leadership, which fosters positive attitudes and trust among employees, customers, and prospects.
- Carries out management responsibilities in accordance with the organization's policies and applicable laws and regulations. Responsibilities may include
 - Interviewing, hiring, and training employees
 - Planning, goal setting, assigning, and directing work toward individual accountability based on the company's strategic objectives
 - Addressing complaints and resolving problems
- Perform other duties as assigned.

Education and Experience

- High school diploma/GED required; bachelor's degree in business (preferred) or equivalent work experience

- Three (3), or more years of related experience in banking with at least two (2) years of previous supervisory experience in a branch setting.
- Excellent verbal, written, and interpersonal communication skills.
- Excellent PC skills, including Microsoft Office products and custom bank
- Excellent analytical skills and attention to details.
- Excellent time management, organizational and problem-solving skills.
- Demonstrate ability to lead, motivate and influence others; supervisory experience preferred
- Strong acumen to sales development and coaching

Training Requirements

All employees are required to attend scheduled mandatory trainings and complete online regulatory compliance training courses applicable to their specific job function. In all situations, employees must ensure that their actions fully comply with all federal banking laws and regulations, including internal bank policies and procedures. Failure to adhere to these requirements will be grounds for disciplinary action, including probation and possible termination.

Attendance

Punctuality and regular attendance should be regarded as essential functions of any position at Texas National Bank.

Community Involvement

Texas National Bank's Mission Statement includes a commitment to helping our communities grow by serving them with pride and integrity. All employees are encouraged to volunteer for bank sponsored activities, civic, charitable and community events and to be active in the communities we serve.

Management reserves the right to change this position description at any time according to business needs.

Our Hiring Philosophy

Texas National Bank recognizes that the quality of our people is the foundation for our success. Attracting individuals who value a challenging work environment that rewards the contributions of its people is the cornerstone of our hiring philosophy. It is the policy of Texas National Bank to provide equal employment opportunities (EEO) to all persons regardless of age, race, sex, religion, national origin, handicap, marital status, or other attributes not pertinent to the job requirements. This policy reflects our practice of making all employment decisions, from recruitment to promotions, based on an individual's qualifications without discrimination on any basis.

Acknowledgment