



Lobby Operations Supervisor

Job Classification: Full-Time, Exempt

Reports to: Branch Manager and Bank Operations Manager

Position Summary

The Lobby Operations Supervisor 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. Manages employees, organizes and directs activities, maximizes branch profitability, provides high level of quality customer service, and has overall daily operational responsibility for the performance of a full-service branch.
2. Recruits, selects, trains, motivates, and develops assigned staff; completes and conducts performance appraisals; acts as final authority for issue resolution at branch level.
3. Oversees organization of branch sales, operations and service processes and procedures to maximize customer service, staff productivity, and operational efficiencies.
4. Calls on prospective and existing customers to develop professional relationships; solicits new business.

5. 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.)
6. Resolve escalated customer complaints/issues promptly and effectively.
7. Act as the Branch Security Coordinator responsible for overall branch security and adherence to policy and procedures.
8. Responsible for Business Online Services. Ensuring proper completion of necessary documentation and providing documentation to the corresponding department.
9. Create and maintain schedules for lobby service personnel, including opening and closing officer schedules. Ensuring timekeeping system is current with updated schedules. Ensuring schedules are communicated to lobby service personal and officers in a timely manner.
10. Maintain working knowledge of all of 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. Performs other related duties as necessary or as assigned
13. Complies with federal and state regulations and all established bank policies and procedures.

Other Responsibilities

- 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.
- Individual should be able to work under high pressure situations and a stressful atmosphere and should remain composed.
- Provides a strong, compassionate and visible leadership, which fosters positive attitudes and trust among employees, customers, and prospects.
- Must be able to speak, read, write and understand the primary language(s) used in the workplace.

Education and Experience

- Bachelor's degree in Business or related field preferred.
- 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.

Work Environment:

- This is a full-time position in a professional office setting.
- Opportunities for professional development and advancement within the bank.
- A supportive and collaborative work environment focused on community banking and customer service.

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.