



We have a new opportunity based in our Portsmouth area locations for a:

BRANCH OPERATIONS MANAGER

Summary: Responsible for supervision of the branch from customer service to operational excellence to facility management to staff supervision including managing and motivating staff to ensure consistency of superior quality customer service while adhering to bank policies, procedures and security. Schedules staff, delegates and directs work flow to provide optimum service while managing appropriate staffing levels and minimizing overtime. Professionally interacts with new and existing customers with respect to establishing or maintaining all types of bank services, accounts and loans. Works closely with staff to identify methods to expand upon new and existing client relationships.

Duties and Responsibilities include the following; however other duties may be assigned as dictated by business need:

1. Supervises and motivates employees to ensure professional and efficient/effective operation of the branch including:
 - addressing and resolving department employee relations issues
 - allocating work, reviewing and improving procedures, assisting, training and coaching employees
 - scheduling teller line on a daily basis, including breaks, lunches, vacations, Saturday coverage while managing appropriate staffing levels and minimizing overtime
2. Approves policy exceptions and override transactions, and responds to customer complaints effectively, professionally and in a timely manner.
3. Assists Relationship Bankers with unusual transactions and in finding errors and outages. Documents, monitors and reports teller outages, check corrections, timecards for each employee.
4. Responsible for the overall operational soundness of the branch. This includes, but isn't limited to cash audits, dual control, new account opening and maintenance review, opening and closing procedure adherence, safe deposit audit/reviews (if applicable to branch) and managing clear desk policies for the branch.
5. Ensures branch's appropriate physical appearance. Implements effective and consistent in-branch merchandising standards to properly advertise the bank's products and services.

6. Identifies and participates in community projects and/or community organizations. Takes an active leadership role in these organizations and sets the example for staff with community involvement and volunteerism.
7. Performs and assigns daily duties, including night deposit access, ATM settlement and maintenance, branch check scanning and opening/closing of the branch facility.
8. Carries out miscellaneous transactions, including but not limited to - managing branch cash flow and vault security, opens collateral loans and responds to mortgage inquiries, places stop payments, balances and alarms vault and prepares CTRs and SARs.
9. Promotes the bank's services and looks for opportunities to expand customer relationships, and works closely with branch staff to coach to the same business development focus.
10. Participates in all bank wide and departmental incentive programs and business development initiatives, promotes products and services to create customer awareness and acquire new customers.

Qualifications:

- Possesses a minimum of high school diploma with a minimum of 5+ years, or equivalent increasingly responsible customer service/supervisory experience within a banking/retail environment. A minimum of 2 years bank teller experience is extremely helpful.
- General knowledge of teller and customer service roles within the Branch and willingness to acquire/develop managerial, business development, customer service and staff management skills.
- Proven ability to perform multiple tasks, prioritize duties and delegate responsibilities effectively.
- Experience and comfort level with Microsoft applications, banking products and services, in addition to demonstrated aptitude for math and working with numbers required.
- Deliver excellent customer service, written and verbal communication, organizational and interpersonal skills required. Ability to work as an effective team member and team leader required.
- Ability and willingness to work extended hours (nights/weekends) is required.

Interested candidates please forward resume and letter of interest to Nancy Jones or Deb DelVecchio by March 29, 2021