

JOB DESCRIPTION

JOB TITLE: Retail Service Manager
DEPARTMENT: Retail Banking
REPORTS TO: Retail Branch Manager
FSLA Status: Exempt

POSITION SUMMARY: Directly oversees all teller operations including scheduling, supervising and providing work direction based on branch and regional coaching provided by the Retail Branch Manager and/or Regional Retail Services Coordinator. Responsible for driving, coaching and measuring the sales effort within the teller department. Also performs Retail Branch Manager duties when the manager is absent or as needed to support branch retail functions. Expected to know branch operations, sales routines and performance expectations in order to fully operate the branch independently with oversight by the RBM. Operates as a working manager daily, in both the teller and FSR roles as needed. Responsible for solving complex problems posed by both retail bankers and customers.

PRIMARY ACCOUNTABILITIES AND RESPONSIBILITIES:

1. Demonstrates leadership to develop the enthusiasm needed in a retail sales culture. Is a role model by performing on-the-job training as a working manager with all new and seasoned retail staff. Takes the initiative to provide learning opportunities in every customer and employee interaction.
2. Functions as an experienced, fully trained working manager. Directly supervise and schedule teller operations to assure sufficient staff is available during the bank's service hours. RSM is scheduled on the teller line when staff shortages occur and is a working manager in order to stay current with customer and staff needs.
3. Serves as a Retail Branch Manager in a go to capacity when the RBM is out of the branch or on leave. Must know all sales, operational and coaching routines for all retail staff in order to facilitate business without pause for customers and staff. May be asked to cover other branches within a reasonable distance when that manager is out as well.
4. Ensure customer service standards are consistently being met to the highest standard. Customer service standards as well as operational standards are evaluated and recorded on a quarterly basis.
5. Responsible for overseeing all teller operations and tasks are assigned and completed to satisfaction in accordance with bank policy. Authorizes transactions accordance with bank policy (e.g. deposits, withdrawals. SDB access and closure, check cashing) . Ensures and is held accountable for audit integrity and risk management with the teller department.
6. Cross sells and/or refers bank products and services to specific customers through needs identification, maximizing profitable relationship. Responsible for creating a sales team in the teller department whom all work towards common sales goals that benefit the branch as a whole.

SECONDARY DUTIES AND RESPONSIBILITIES:

1. Other duties as may be assigned.

The statements contained in this job description describe the general nature and level of work being performed by the person accepting this role. "Secondary Duties and Responsibilities" are considered incidental or secondary to the overall purpose of the job. This job description does not state or imply the only duties and responsibilities assigned to this job. Employees holding this job will be required to perform any other job-related duties requested by management. All job requirements are subject to possible modification to reasonably accommodate individuals with a disability.

MANAGEMENT SPECIFIC:

1. Supports the ongoing implementation of the Performance Management system, utilizing tools and attending training sessions.
2. Works with direct reports to set performance standards that are specific and measurable.
3. Supports, coaches and mentors retail sales team.
4. Supports and models the importance of Sales being just as important as operational processes.
5. Ensures retail employees have clear goals and responsibilities consistent with bank culture and core values.
6. Provides specific performance feedback, positive and corrective, as soon as possible after the event and formally at least once a year. Deals firmly and promptly with performance deficiencies.

ROLE QUALIFICATIONS:

Education

- High school diploma or general education degree (GED) plus additional bank-related training

Experience

- 3-5 years related cash handling experience and/or training
- Or equivalent combination of education and experience
- Understanding of regulatory compliance
- Thorough product knowledge

Other Skills/Characteristics

- Ability to coach and train retail bankers
- Versatile and flexible
- Ability to multi task
- Ability to stand for extended periods of time
- Accuracy/good math skills
- Dependable
- Ability to uphold confidentiality
- Professional in appearance and in verbal communication

Performance Measures

- Successful retention and recruitment of top 20% each calendar year.
- L.E.T. annual reverse evaluation score of 5.5 minimum.
- Proactively models our Customer Service Standards for the staff; addressing customer by name with smile and direct eye contact., processing business accurately and efficiently, thanking them for their business and inviting them back.
- Maintains confidentiality of customer account information. Follows established policies and procedures in responding to inquiries and requests.
- Cross sells additional products/services based on customer profile and customer need.
- Willingly participates and helps formulate and implement bank training, including sales and service training.
- In compliance with all regulations and bank policies related to job duties.

By signing below, I acknowledge I have read and understand the Job Description above.

Employee Signature_____ Date_____