

Job Title: Vice President Area Manager

Position Purpose

Manages development, growth, and efficient operations of retail (four) branch network. Acts as mentor and coach to other managers in the attainment of goals and strategic objectives.

Essential Duties and Responsibilities

The following represents a list of essential responsibilities; other responsibilities may be assigned as required.

Bank Responsibilities

- Leads team in implementation of new tools, technologies, and enhancements in customer delivery, relationship management, and Bank's innovation strategies.
- Oversees operational integrity of branches, ensuring all operational policies, procedures, and guidelines are followed.
- Ensures adherence to all Bank compliance and security procedures.
- Supervises team in execution of all deliverables associated with risk management and regulation.
- Ensures client transactions are efficiently processed by reviewing relevant daily and weekly reports.
- Continually evaluates operating methods and procedures; makes recommendations for improvements and implements approved changes.
- Represents Bank in professional manner; provides exceptional quality service and advice to new and existing clients.
- Serves as the Bank's Security Officer. Oversee and maintain the Bank's physical security program and equipment such as camera/video system, fobs and alarm systems. Provide training for OneLocal Bank employees on robbery, security systems and active shooter. Reports to the board on a yearly basis. Liaison to police and Security Company. Attends training. Oversee the preparation, participate, and review the Monthly Branch Security Program.
- Serves as the Administrator for Fiserv Business Process Manager (BPM). Creates and maintains workflows for account opening and account maintenance efficiency. Conditions Wolters Kluwer forms. Creates new forms using I32 software. Updates BPM system to include the session workflow, add new account types and products as needed.
- Serve as Administrator to enable and delete users as well as assign user rights in multiple systems such as Deluxe, FIS/Chex systems/EFunds, Credit Cards, BizCheck, Integrated Teller, and Fiserv SCO.
- Manages branch equipment for all branches. Responsible for research, installation and upgrade of new equipment such as Cash Recyclers, ATM's, Instant Issue card machine, coin machine. Responsible for the maintenance and upgrades of branch equipment in order to keep devices running efficiently. Oversee the training of retail personal on upgrades and new branch equipment.
- Manages Safe Deposit boxes: procedures, box access, close outs, drillings, abandoned property, and accuracy of all leases.
- Underwrite overdraft protection and installment loan applications within scope of lending authority.

Management Responsibilities

- Promotes Bank's service and growth culture through coaching, guidance, and staff motivation.

- Delivers an exceptional customer experience through responsive service, trusted advice, and employee engagement.
- Builds morale through effective communication, leadership, and engagement of team.
- Ensures a team focused environment.
- Coaches branch managers on executing the Bank's strategy for the retail branches.
- Interviews, hires, trains, develops, and mentors branch staff to achieve personal and branch goals.
- Effectively communicates Bank's vision and strategic plan to branch team and helps execute key components of business plan to support Bank's strategic direction.

Other Duties

- Manages branch budget and staffing model to ensure proper monitoring of controls and expenses.
- Actively participates in local community to enhance awareness of Bank and develop new business opportunities.
- Participates in community affairs to increase Bank's visibility and enhance new and existing business opportunities.

Managerial Responsibilities

- Manages branch network with an estimated 25 employees including managers in each branch location.

Minimum Required Technical Skills and Qualifications

- Minimum 8 years of banking with 3-4 years of management experience including:
 - Proven ability in coaching and team building
 - Success in achieving goals and exceptional client delivery.
 - Strong leadership ability
- Excellent verbal and written communication skills.
- Excellent organizational skills.
- Strong decision making and interpersonal skills.
- Ability to learn Bank's products and services, use knowledge to identify other deepening opportunities.
- Ability to interact with customers, partners, and team members in professional and personable manner.
- Ability to follow established policies and procedures.
- Strong commitment to personal growth, learning, and success.
- Self-motivated with demonstrated aptitude, desire, and achievement in business development and client experience.

Education/Certifications/Licensure

- High School Diploma or GED. Associate or bachelor's degree preferred.

Language Skills

- Ability to interact with and management and staff.
- Ability to write reports and business correspondence.
- Ability to effectively present information and respond to questions.
- Ability to communicate with customers.

Physical Demands

The physical demands and environmental factors described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to see and read fine print. Employee will have close visual contact with a computer monitor constantly.
- Must be able to communicate utilizing a telephone.
- Must have the mobility to allow access to all parts of the office.
- Must be willing and able to learn all the necessary computer functions.
- While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand and walk. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.