



Job Title: Branch Manager
Location: Wisconsin Rapids, WI
Reports to: SVP, Consumer Banking
Supervises: Teller, Consumer Banking Assistant, Relationship Manager
FLSA Status: *Exempt*

First State Bank is dedicated to creating fantastic experiences and providing financial peace of mind through commitment, empowerment, and investment of communities, employees, and technology.

Position Summary

Under the direction of the Senior Vice President of Consumer Banking, supports activities to maintain and develop customer satisfaction and banking relationships. Perform Teller Supervisor duties, Consumer Banking Assistant duties, and assists other Bank staff as needed by focusing on accuracy, customer service, interpersonal, and supervisory skills.

Primary Responsibilities

- Participate in Bank's sales programs by proactively contacting customers in bank-directed sales activities to enhance their relationship with the Bank.
 - Demonstrate sales referral success. Coach tellers toward successfully attaining referral goals.
 - Identify customer financial needs and cross sell additional services.
 - Oversee the daily routine tasks of branch operations including security, customer service, and facilities as directed by the RSM/ROM/Management.
 - Perform activities related to the maintenance, opening, or closing of various types of time and demand deposit accounts, including certificate of deposits, NOW accounts, regular checking accounts, IRA accounts, estate accounts, funeral trusts, etc., ensuring that applicable regulations, disclosures, policies, and procedures are observed.
 - Receive and answer questions on Bank transaction services and procedures, always maintaining good customer relations. Discuss routine problems related to checking and savings transactions or Bank services. Direct customers to appropriate employees for answers to special or complex problems or inquiries. Refer difficult problems to the ROM/RSM as appropriate.
 - Responsible for gathering financial data for ROM/RSM for their review and assisting the Relationship Managers and CBAs in the development of customer relationships. May support ROM/RSM and Mortgage Loan Officers with loan support activities.
 - Participate in the interview and hiring process.
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- Ensures financial institution compliance with the Community Reinvestment Act and Equal Employment Opportunity regulations.
 - Branch leadership of Habersfeld program; act as the sales leader/CAG Captain. Work with marketing/promotional products/promotions in the lobby.
 - Accountability for mystery shop results.
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Secondary Responsibilities

- Participates in business development activities to represent the Bank in civic, business, industrial, and professional organizations, the promotion of products or services, and maintenance of the Bank's favorable image.
 - Maintains educational and professional expertise through attendance of job-related seminars, conferences, and workshops, and involvement in professional, civic, and community groups in leadership positions.
 - Performs other duties as needed.
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Supervisory Responsibilities

The position of Branch Manager is responsible for the supervision of multiple employees. The employee in this position routinely performs managerial duties, and normally carries out supervisory responsibilities in accordance with the bank's policies, and applicable laws, ensuring adherence to EEO guidelines.

- Provide work direction for the teller department including complete adherence to all policies and practices of the bank and its applicable regulatory and governmental agencies.
 - Schedule teller staff to ensure that adequate coverage is available during the Bank's service hours and that customer transactions are processed accurately, efficiently, and courteously. Verify that all work is balanced at end of day before imaging.
 - Perform annual and mid-year teller performance evaluations against predetermined standards and make appropriate personnel action recommendations. Handle employee problems and provide counseling as appropriate.
 - Provide assistance to teller staff with data entry, special or difficult internal transactions or problems or customer inquiries/problems. Provide follow-up guidance by instructing tellers in the handling of problem areas or transactions. Assist tellers in reconciling errors as needed. Ensure prompt and courteous response to customer inquiries. Investigate equipment malfunctions and request repair services, as necessary.
 - Disseminate new/revised policies and procedures relative to teller operations to staff.
 - Receive customer inquiries regarding account information or problems. Exercise discretion and judgment in handling customer problems and complaints. Approve checks and other transactions according to Bank policies.
 - Order and maintain sufficient currency and coin. Prepare excess currency to be sold, as necessary. Process regular and special request currency/change orders for commercial customers. Buy and sell cash from tellers as required. Ensure compliance with vault and cash policies and procedures.
 - Perform duties of teller. Works opening and closing schedules.
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Environment and Physical Activity

The environment for this position is an open office that is mostly clean and comfortable and may include driving a personal-owned vehicle. approximately 40% of the time which includes exposure to the outside weather elements and moving mechanical parts. It may include some minor

annoyances such as noise, odors, drafts, etc. The incumbent is in a non-confined office-type setting in which they are free to move about at will.

The incumbent while performing this position spends time writing, typing, speaking, listening, lifting (up to ten pounds), driving, seeing (such as may be required to read and drive), sitting, pulling, walking, standing, and reaching.

This position may be located at any of our Bank locations. Individual may be required to work and/or attend meetings at our corporate office in New London, WI or other Bank offices as needed. Other travel that may be required includes but is not limited to building and servicing customer (both internal and external) and business relationships, participating in community activities, promoting bank products and services, and attending educational seminars and workshops.

Mental Demands

The incumbent in this position must be able to accommodate to reading documents or instruments, detailed work, problem solving, customer contact, reasoning, math, language, presentations, verbal and written communication, analytical reasoning, stress, and multiple concurrent tasks.

Position Requirements

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- High school diploma or equivalent with some college education
- Additional technical and/or business training
- Four to five years progressive banking experience
- Proficient math and communications skills
- Excellent interpersonal skills as evidenced by the ability to interact both face-to-face and over the telephone with customers and coworkers. A demonstrated ability to use tact, diplomacy and a professional demeanor when dealing with customers and coworkers.
- Strong verbal and written communication skills including proofreading and editing skills.
- Ability to manage multiple tasks simultaneously in a fast-paced environment.
- Analytical, organizational, time management and problem-solving ability.
- Working knowledge of the bank's current operating systems, the bank's current documentation software platforms as well as various word processing and spreadsheet software.
- Ability to demonstrate key competencies such as leadership, performance management, effective communication, organization, and flexibility.
- Recognize and incorporate the diversity of Bank customers and employees.
- Current Wisconsin driver's license and a vehicle with appropriate insurance coverage if required to drive while performing assigned duties and responsibilities.

MISC

Management reserves the right to change this position description at any time according to business needs. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability status, or veteran status. First State Bank is an Affirmative Action / Equal Employment Opportunity Employer.

Employee Signature below indicates understanding of the requirements, primary responsibilities, and duties of the position.

Signature

Printed Name

Date