



Retail Banking Manager

DEPT./LOCATION: All

REPORTS TO: Chief Administrative Officer

CLASSIFICATION: Exempt, Full-Time

Position Summary:

This position is responsible for managing the Retail Banking function of the bank, customer service and branch profitability. This individual will have broad interaction with bank management, especially Branch Managers, to coordinate and manage the retail function of the bank as well as extensive contact with customers, prospects and community members. Responsibilities include working with each branch to set and track performance for areas such as business volume and deposit growth, preparing various reports about branch operations, and managing various bank staff to ensure prompt and accurate service through onsite training in collaboration with the Training Department.

Duties and Responsibilities:

1. Oversee Retail Branch Managers, Deposit Account Trainer and Account Review Specialist positions.
2. Responsible for staying up to date with and fulfilling all aspects of the Universal Banker job description to assist with support and staffing as needed throughout the organization.
3. Assists in fostering a culture aligned with River Bank's values and community bank identity.
4. Works with Branch Managers, Co-workers and Trainers to provide consistent, positive customer service experiences and ensure customer needs are met throughout the bank.
5. Mentor new bankers on identifying the products that best serve the customer and their needs, cross-selling products.
6. Demonstrate and develop leadership in the areas of sales, customer service and operational excellence by providing a proactive, strategic and innovative approach to the organization.
7. Act as a driver of bank wide initiatives and collaboration.
8. Effectively explains products, policies and regulations to Branch Managers and frontline employees, coaching them on integrating these items into their day-to-day customer service and independent decision making.
9. Maintain comprehensive and up-to-date knowledge of banking policies, procedures, rules and regulations and actively provide solutions to create efficiencies throughout the bank in collaboration with management and training.



10. Spend time at each location on a rotating basis to provide support to all employees and identify trends in customer service that can be built upon; setting deposit growth goals and monitoring progress.
11. Attracts, retains and assists with career development of frontline employees.
12. Assist with performance reviews for Branch Manager and Universal Banker positions.
13. Works to understand customer needs and integrates marketing promotions and programs in collaboration with the Marketing Committee to assist frontline employees in their roles.
14. Supports the bank's community involvement and participates in community activities.
15. Assists in resolving customer related issues, monitoring for trends and proposing solutions – escalating to upper management as needed.
16. Provides training support to branch employees to maintain operational efficiencies and recommends improvements.
17. Ensure the confidentiality of all company records and information.
18. Keep up to date on policies and procedures, including the timely completion of all required and assigned training.
19. Assist with other duties and projects as assigned by supervisor.

Desired Knowledge, Skills and Abilities:

1. Skills in building strong working relationships with coworkers.
2. Ability to work independently and prioritize projects.
3. Excellent attention to detail and organizational skills.
4. Strong written and oral communication skills.
5. Proficiency with various computer software programs.
6. Strong sales skills.
7. Possesses a strong enthusiasm for River Bank and employee development.
8. Associate or Bachelor's degree in Finance, Business or a related field.

Position Requirements:

1. High School diploma or GED.
2. Proven ability to maintain high levels of confidentiality.
3. Two years experience working in a similar role.
4. Five years experience in a banking environment.
5. Five years management experience.