

**Retail Banking Branch Managers (Bilingual)
Community Bank - Hazleton, PA**

Contact Information: *Suzi Knowles, Recruiter – suzi@mostellerhr.com*

The Branch Manager is responsible and accountable for the administration and efficient daily operation of a full-service branch office, including oversight, consumer lending, product sales, customer service, and security and safety in accordance with the Bank's objectives. Responsible for the achievement of individual and branch goals through new business, referrals, and retention of account relationships. May supervise additional branch offices.

Essential Functions/Duties:

1. Work with the Retail Banking Sales Manager to set goals, determine needs, and develop action plans to enhance sales and service.
2. Develop new branch business to maintain deposit growth and increase branch profitability.
3. Coach and develop branch staff of the branch office(s) in sales and service techniques by conducting on the spot coaching and team meetings.
4. Responsible for attaining established Bank and branch goals through active participation in sales management and call programs.
5. Provide a superior level of customer relations and promotes the sales and service culture through expert leadership, guidance, and motivation.
6. Is independently responsible for the delegation of the day-to-day processes of the branch and follows all security measures, policies, and procedures related to the operation of the branch.
7. Review and Prepare Reports. Be able to analyze data related to the efficient operation of a branch office.
8. May be required to participate in strategic or functional committees that will enhance the Bank's finances and reputation.
9. Participates in the community to increase the Bank's visibility and to enhance new and existing business opportunities.
10. Provides leadership, training, and supervision to the branch; prepares employee evaluations; and works with Human Resources to interview, select, hire, and employ an appropriate number of employees.
11. Other duties as assigned.

Education/Training:

- BS or BA degree or equivalent knowledge and/or banking experience

Knowledge/Skills/Abilities:

- Spanish speaking desired
- High level of expertise and independence to lead and develop branch personnel
- Excellent oral and written communication
- Sound judgment
- Strong interpersonal skills including the ability to work with all levels of employees and customers
- PC proficiency

Experience:

- At least 2 years of experience in related retail banking positions with at least 5 years' experience in related supervisory or management positions.

Required Certification/License:

- NMLS License or the ability to have it renewed