

**VERABANK
JOB DESCRIPTION**

JOB TITLE: Retail Branch Area Operations Manager

DEPARTMENT: Retail Banking

INCUMBENT:

SUPERVISOR: Director of Retail Branches

FLSA STATUS: Exempt

DATE: March 13, 2025

JOB PURPOSE

Responsible for all operations functions of the retail branch network within their assigned geographic area. Responsible for contributing to improved efficiencies and cost control through appropriate staffing, efficient and effective work processes. Effectively plans, organizes, directs, analyzes, and evaluates staff and processes to achieve management and bank goals. Responsible for coordinating with the branch support manager to provide branch employees adequate support regarding internal processes.

DUTIES AND RESPONSIBILITIES

1. Exercises authority concerning hiring, staffing, training, performance appraisals, promotions, career development, salary actions and terminations of subordinate personnel.
2. Maintains a high level of employee morale to minimize turnover and maximize customer service satisfaction.
3. Manages all operations functions of the retail branch network, including audit, scheduling, ITM/ATM servicing, vault cash, compliance, dual control/security procedures, and safe deposit box management.
4. Provides work direction and monitors branch float staff member performance and behaviors, to ensure high quality service practices, customer satisfaction, quality of communication, and branch efficiencies.
5. Maintains a high level of product, process, procedure and technological knowledge and soft skills, and provides training and support to retail bankers and to branch support specialists to develop their knowledge and skills.
6. Uses problem solving techniques, judgment, experience, and job knowledge for problem resolution.
7. Accountable for compliance of departments and staff with bank policies, procedures, and regulatory requirements.

8. Responsible for implementing, monitoring, and updating department service standards, department compensation incentive plans, department goals, and department strategic plan.

CONTACTS

Daily contact with branch float personnel, retail branch employees, and other bank departments and managers. Occasional contact with auditors, examiners, vendors, and suppliers.

SPECIFIC REQUIREMENTS

1. Ten or more years of bank operations or retail experience, with at least five years of experience in a branch environment.
2. Direct supervision of personnel experience.
3. Comprehensive knowledge of banking rules and regulations.
4. Excellent oral and written communication skills.
5. Demonstrated experience in quality decision-making skills.
6. Excellent customer service and interpersonal skills.
7. Demonstrated leadership and coaching skills.
8. Effective provider of training and coaching.
9. Excellent time management and prioritization skills.
10. Knowledge of various personal computer programs and various electronic communication channels. Proficient with internet, intranet, email, and other technologies.

PREFERRED REQUIREMENTS

1. Familiar with the bank's core accounting system.
2. Ability to work independently and as a team.
3. Detail oriented.
4. Comprehensive knowledge of various banking departments.
5. Ability to effectively organize, plan, and delegate.

PHYSICAL REQUIREMENTS

Office setting with moderately varied desk-oriented activity, with fatigue being relieved by opportunities to stand and move around in a comfortable environment. Occasional lifting and carrying of objects weighing up to 15 pounds. Frequent motor vehicle travel between bank locations required.

NOTICE

1. This job description in no way states or implies that these are the only tasks to be performed by the incumbent occupying this position. The incumbent will be required to follow any other instructions and to perform any other job-related duties.
2. Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform in this position successfully, the incumbent will possess the abilities and aptitudes to perform each task proficiently.

3. Ability means to possess and apply both knowledge and skill.
4. This position description has excluded the marginal or peripheral functions that are incidental to the performance of primary functions. All requirements are essential to the function of the position.
5. This job description describes the minimum selection requirements to qualify for the position. However, promotion and other employment decisions are also based on Bank needs, being in good standing, fully competent performance, and other non-discriminatory issues.
6. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
7. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.
8. This position description does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

Employee

Department/Division Manager

Date

Date