

## **JOB DESCRIPTION**

### **Mainstreet Community Bank of Florida**

#### **Assistant Branch Manager**

**FLSA Status:**           **Salary Exempt**  
**Reports to:**           **Branch Manager**

**PURPOSE:** This position is responsible for assisting the Branch Manager in the daily activities of the Branch and processing branch service transactions to ensure customer satisfaction.

#### Job Requirements:

- High School Diploma or equivalent.
- Minimum 5-years banking experience in branch operations.
- Ability to use a personal computer.
- Exceptional communication skills in both oral and written form.
- Strong customer service, problem solving and analytical skills.
- Ability to work as a team with other staff members.

#### Specific Job Functions:

- Provide supervision to branch employees.
- Reviews daily NSF report.
- Supervise Personal Banker operations; review GL Personal Banker balancing from previous business day to make sure Personal Bankers are within their cash limits.
- Coordinate the branch employee schedules, weekly timecards as well as vacations.
- Monthly audits of logs, alarms, teller supervisor's drawer and vault.
- Oversee daily transactions and Personal Bankers' daily tasks to make sure policies and procedures are being followed.
- Complete Branch monthly Internal Control Report (ICRP).
- Maintain and review proper Safe Deposit Box accounting and procedures.
- Charge off account review and maintaining branch file.
- In the absence of the Branch Manager, manage the branch and make decisions within the assigned authority limits.
- Responsible for branch surroundings, equipment, ATM, flags, unwanted trash disposal, etc.
- Participates in outbound activities to promote the bank within the community.

#### Personal Banker Duties:

- Provide outstanding customer service, by greeting customers and determining their needs in order to assist or direct the customer.
- Open new deposit accounts including checking, money market, savings, individual retirement accounts and certificates of deposit accounts for businesses and individuals as applicable. Must become and remain familiar with all bank products and services offered.
- Close deposit accounts, making an effort to determine why the customer is closing the account. Assist management in tracking customer account closures.

EOE/Vet/Disability

- Assist with customer account inquiries and problem resolution.
- Cover all aspects of safe deposit boxes, including greeting and admitting authorized customers to their safe deposit boxes, setting up new safe deposit box accounts and closing existing at customer's request.
- Meet all continued training requirements for product, customer service and regulatory policy to assure regulatory compliance policies are followed.
- Answer and direct incoming calls.
- Perform daily office responsibilities such as, account transactions, account maintenance, customer correspondence, completing delegated reports and projects as scheduled.
- Maintain customer and bank confidentiality of all bank and customer records and information.
- Performing daily bank opening and closing procedures as set by bank's current policy.
- Perform other duties as assigned by management.
- Assists bank in maintaining compliance with their BSA Program and USA Patriot Act.
- Demonstrates compliance with Customer Rights to Confidentiality and Privacy and maintains an environment of security and trust.

## **COMPLIANCE**

All associates have a responsibility to understand the Bank's BSA/AML Program, the procedures outlined in it, and to follow the Program and procedures in carrying out their duties. When an associate has supervisory responsibilities, he or she will make certain that his/her staff understands the responsibilities to comply with applicable regulatory issues and internal programs, policies and procedures. Any associate that fails to adhere to the BSA/AML Program or commits other violations of the Code of Conduct may be subject to disciplinary action up to and including termination.

## **PHYSICAL DEMANDS**

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

While performing the duties of this job the employee is regularly required to sit, stand, use hands to finger, handle or feel, reach with hands and arms, and talk or hear. The employee is frequently required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

## **NOTICE**

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

- ✓ This position 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.
- ✓ All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- ✓ Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.
- ✓ This position description does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

**Job descriptions and duties may be modified when deemed appropriate by management.**