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| POSITION TITLE | | DIVISION |
| Assistant Branch Manager | | Retail Banking |
| REPORTS TO: | DEPARTMENT | DATE |
| AVP, Branch Manager | | December 1, 2010 |
| SUPERVISES | FLSA | REVISED |
| MSR's, Head Teller, Assistant Head Teller, Tellers | Non-Exempt | October 1, 2017 |

GENERAL SUMMARY

Responsible for coordinating the day-to-day operations of the branch in accordance with established policies and procedures. In conjunction with the Branch Manager, ensures all branch personnel deliver exceptional customer service, aligned with the Credit Union's core values and mission statement. Ensures sales and service programs and goals are communicated, met and improved. Acts as Branch Manager in his/her absence. Responds to questions and/or provides information upon request from members (internal & external). Processes requests/transactions as appropriate. Assists members and potential members in understanding and utilizing Credit Union products and services.

MAJOR RESPONSIBILITIES *(in descending order of importance)*

1. Ensures the branch is open and ready to conduct business each business day. Assigns various operational duties as appropriate, to Head Teller and/or MSR's. Ensures appropriate cash level is maintained and orders currency as needed. Ensures quality service standards are maintained. Assists in ensuring the branch is in compliance and that prescribed security controls are maintained. Audits are required to be conducted in conjunction with policies and procedures. May review and approve daily overdrafts and approve checks.
2. Performs all duties of a Member Service Representative including but not limited to: explaining savings and checking programs, opening new accounts, IRA's and CD's, approving checks, and dealing with members' problems and concerns.
3. Performs all duties of a Loan Officer. Takes loan applications, interviews member, provides disclosures, conducts credit checks, etc. and ensures documentation is complete.
4. Assist in supervising, directing and controlling the activities of the Branch. Ensures a trained, motivated and professional staff capable of providing efficient and effective Branch services to the CU members. Interviews, schedules, trains, assigns work; establishes performance expectations and monitors results. Recommends the discipline and/or discharge of subordinates, while maintaining required personnel documentation. Coaches and counsels staff, as necessary.
5. Utilizes tact and experienced-based knowledge to research and resolve member inquiries by explaining specific policies and products while representing the CU in a professional manner and maintaining positive member relations. Responds to member inquiries regarding discrepancies or problems with account. Conducts thorough research, determines corrective action and processes changes in accordance with established policies and procedures.
6. Provides accurate information to members regarding Credit Union services, products, policies and procedures. Analyzes member accounts in order to provide better services and deepen relationships. Cross sells and services members. Conducts outbound calls to members to follow up on services sold and to develop new business and meet prescribed sales goals.. Coordinates with other CU departments as necessary. Refers members to departments/personnel providing specialized services as necessary.
7. Performs other branch, operational, sales and administrative duties, as assigned by the Branch Manager. Performs all duties of an MSR, Head Teller, Assistant Head Teller and/or Teller as needed.

- Partner with credit union professionals such as Loan Officers, Business Development Officers and Financial Advisors to ensure members have access to specialized financial solutions that meet their needs.

QUALIFICATIONS:

Education

High school diploma or equivalent (GED) education required. AA degree/college coursework preferred.

Experience/Skills/Knowledge:

- Minimum 3 years progressively responsible experience in branch operations, preferably as a Teller Supervisor and/or MSR.
- Knowledge of teller, member service, and loan policies. Previous supervisory or Team Leader experience.
- Excellent organizational, analytical and problem solving skills.
- PC proficient, including Microsoft Office (Word, Excel, Outlook) and the Internet.
- Excellent verbal, written, telephone and interpersonal communication skills. Must possess a service orientation and be willing to sell products and services.
- Ability to manage multiple projects/priorities simultaneously in an effective manner.
- Ability to function in a financial institution branch environment and utilize standard office equipment including but not limited to: fax, copier, telephone, etc. Some travel required. Ability to lift 25lbs. or more (coin bags).
- Familiarity with specific market areas of Warwick is required for this position.
- This position requires National Mortgage Licensing System and Registry (NMLS) registration under the SAFE Act of 2008.
- Ability to generate new business by outbound calling and by reaching out to the local community who possesses exceptional influencing skills.

GENERAL DESCRIPTION:

In terms of physical requirements, this position requires work best described as:

- Sedentary Light Medium Heavy Very Heavy

PHYSICAL TASKS:

- Standing/Walking - Frequent
- Hearing - Ability to receive information through oral communication (face to face and telephone). - Continuous
- Talking - Expressing or exchanging ideas by means of the spoken word (face to face and telephone). – Continuous
- Reading – Ability to receive information through fax, e-mail. And text messages - Continuous

AUDIO / VISUAL:

- Requires vision to perform work dealing with data and figures and computer screens. -Continuous

PSYCHOLOGICAL/MENTAL DEMANDS:

- Responds positively and productively to stressful internal (employee)/situations. - Continuous
- Assists others to work harmoniously and effectively as part of a work team. - Continuous

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| Employee's Signature | _____ | Date | _____ |
| Manager's Signature | _____ | Date | _____ |
| Human Resources' Signature | _____ | Date | _____ |