

Branch Manager (over \$25 Million) - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

Note: The standards recommended for the three Branch Manager positions (#606, #607, #608) are essentially similar. The organization needs to make numerical distinctions for those areas that separate a larger branch from a smaller one. Asset size, number of customers, and numbers of staff are normally the distinguishing features that can be quantified.

KNOWLEDGE OF WORK:

Thoroughly understands each branch function (i.e., lending, deposit, fee-based services, special services, computer operation) through personal training and experience; could do most jobs if absolutely essential
Knowledgeable in all risk management policies and procedures and how to implement them in the daily operation of the branch
Knows how to maintain a high quality of customer service through proper staffing, scheduling, and hands-on training of all service delivery and lending personnel
Knows and thoroughly understands organization philosophy, the organization's mission statement, goals and objectives
Understands the components of the branch office Business Plan and what role the Branch Manager must play in ensuring that branch activities match Business Plan targets
Knows that management is leading, not doing; plans, organizes, coordinates, directs and controls branch office activities accordingly

QUALITY OF WORK:

Implements and maintains the Branch Performance Statistical Report which indicates staff capacity, utilization, productivity, efficiency and effectiveness in every product line and service function
Maintains branch premises in a neat and orderly fashion; a pleasant place to do business, and an image of order, competence, safety and security
Utilizes Branch Inspection Report action items to improve functions, processes, staff utilization and other considerations in order to achieve the profitability goals set for the branch
Capable of managing a total staff complement of between ____ and ____ involving ____ departments.

QUANTITY OF WORK:

Closely follows branch Business Plan, and is actively involved in such branch functions as determining staffing level and appropriate scheduling; staff utilization and productivity; recruitment of new customers); marketing programs and efforts; and, related activities specified in the Business Plan
Maintains branch office statistics on trends, account relationships, traffic counts, cash flow volumes, lending activity and related, and updates statistical report weekly
Invests time and effort in determining best, most economical methods to delivery services to customers
Works closely with every department supervisor to ensure business transactions and demands on the service delivery system are consistent with established standards and goals

LEADERSHIP:

Challenges and encourages staff; sets example for good work habits
Gives recognition in a timely manner; is decisive, consistent and predictable
Addresses problems directly and tactfully
Knows what needs to be done, when and how; gets things done in a timely manner