

SEG Partnership-Branch Manager - Job Standards

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

KNOWLEDGE OF WORK:

- Thoroughly understands the mission of the organization, the purpose and function of the SEG Branch, the special relationship with the SEG Partner, and partnership endearment initiatives that should be pursued in forging a strong relationship with partner and its employees as customers.
- Understands and is able to deliver all of the products and services of the organization to current and new customers to build account relationships and achieve market penetration goals.
- Understands the partnerships' culture and customizes service delivery to create the greatest impact on customers, consistent with sound business and financial practices.

QUALITY OF WORK:

- Trains staff to ensure that service delivery is accurate, convenient, immediate, and consistent with the literature and marketing messages of the organization.
- Operates branch in accordance with the organization's Products and Services Operating Manuals which establish, in writing, the standard methods and procedures for each appropriate function of the organization.
- Creates Incident Report formats for documenting and handling each and every exception to standard practice, real or potential violation of security protocols, and any other incidents that impact the operation of the branch office.
- Periodically, conducts tests of various aspects of the operation (i.e., cash handling, physical security, etc.) to evaluate potential risk exposure and opportunity for process improvement.

QUANTITY OF WORK:

- Works towards the attainment of branch goals – new accounts, transactions, loan volume, savings balances, account relationships – and plans staffing and scheduling to result in the greatest unit productivity.
- Tracks branch operating statistics to determine how, and in which functions, the branch might improve its profitability, productivity, volumes of business and market penetration.

PROBLEM ANALYSIS/RESOLUTION:

- Regularly examines, in detail, the operational policies and practices of the organization that impact this particular job.
- Observes how the organization utilizes technology and how it utilizes people in its production and delivery system and develops improvements to resource utilization.
- Develops cost/benefit reports on selected operational functions to determine the most efficient and effective methods of operating these functions currently, and into the future.
- Involves people in problem analysis/resolution to improve their problem-solving methods and skills.