



Job Title: Branch Manager

Location: Jackson

Status: Exempt

Position Summary

The Branch Manager supports daily branch operations and supervises staff to ensure excellent customer service, operational efficiency, and compliance with bank policies. This role combines leadership, coaching, and hands-on banking experience to help drive performance and maintain a positive team environment.

Key Responsibilities

Leadership & Team Support

- Provide guidance and oversight to retail staff
- Assist with coaching, feedback, and performance evaluations
- Promote a culture of accountability, teamwork, and service excellence
- Address employee performance or conduct issues professionally
- Support achievement of branch goals and service standards

Operations & Customer Experience

- Assist with staff scheduling and daily workflow coordination
- Train and support team members
- Monitor customer service quality and operational efficiency
- Help resolve escalated customer concerns

Operational Duties

- Investigate and resolve cash discrepancies
- Verify cash drawer and vault balances
- Assist with cash shipments and vault management
- Maintain branch supplies and complete required reports
- Ensure compliance with banking regulations and internal policies
- Support branch security and facility standards
- Represent the bank in community activities as needed
- Perform additional duties as assigned

Skills & Experience

- Leadership or supervisory experience preferred
- Teller or banking experience required
- Knowledge of banking procedures and regulations (including BSA)
- Strong communication, leadership, and problem-solving skills
- Ability to handle customer concerns professionally
- Proficient in Microsoft Office and general computer systems
- Ability to manage multiple priorities in a fast-paced environment

Physical Requirements

- Ability to stand for extended periods
- Ability to lift coin bags or currency bundles
- Manual dexterity for handling cash and equipment

Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regard to protected characteristics under federal, state, or local law.