POSITION DESCRIPTION

Position Title:	Branch Manager	**Hours:**	Full Time
Reports To:	Retail Banking Team Leader	**FLSA Status:**	Exempt or Non-Exempt
Department:	Retail Banking – Auburn Branch		*To be determined at time of hire based on alignment with Fair Labor Standards Act exemption duties and salary threshold requirements.*

SALARY RANGE

The annualized range for this role is $70,000 to $110,000. The pay rate for the qualified applicant will be determined based on a variety of non-discriminatory factors. The factors may include, but are not limited to, job-related knowledge, skills, location, and experience. Specific roles may be eligible for performance-based incentive compensation, bonus, and/or equity awards.

POSITION SUMMARY:

The Auburn Branch Manager will lead a retail team of Community Bankers to deliver exemplary team results. Exemplary results are delivered through current customer relationship enhancement, new relationship acquisition, expense control, community partnership, and operational excellence. The Branch Manager will perform, lead, and coach team members in all required retail banking skills including frontline service, deposit account origination, operational assessments, lending, and relationship management. The Branch Manager will work with partners across multiple business lines to deliver results for existing and new customers. This position is responsible for assuring a best in market customer experience by creating a warm, welcoming, and friendly environment for all employees, customers, and community members. The Branch Manager models and exemplifies the extensive expertise of Commencement Bank employees. Commencement employees embrace and practice the Bank's core values: Dedication, Teamwork, Integrity, and Respect and support an environment of diversity, equality, and inclusion within all aspects of the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Invest in individual team member development through regular coaching, career mapping, and skill-building, cultivating a strong internal leadership pipeline.
- Guide the branch team through organizational changes, system updates, and evolving industry standards with positive energy, clear communication, and resilience.
- Lead the branch team in advocating for digital banking solutions, empowering customers to confidently adopt self-service channels for their day-to-day needs.
- Model and promote the bank's core values, creating an environment of teamwork through leadership, mentorship, and motivation.
- Champion an exceptional customer-first culture, ensuring every interaction reflects empathy, professionalism, and an enthusiastic commitment to helping customers.
- Continuously evaluate branch processes, identifying opportunities to eliminate friction, improve service speed, and raise customer experience standards.
- Perform and oversee all branch duties, including frontline transactions, opening new accounts,

customer service requests, and processing consumer and small business loan applications.

- Inspect all branch operational tasks to maintain compliance and certification with all bank policies, procedures, and guidelines; BSA, Reg CC, AML, OFAC, KYC. Complete daily, monthly, quarterly, and annual certifications to ensure adherence.
- Coordinate with management, internal auditors, and/or examiners during audits and examinations. Organize responses to audit report findings/exceptions.
- Thoughtfully resolve potential customer concerns through validation and clear communication.
- Design and execute branch market strategy for acquiring new relationships, enhancing existing relationships, community partnership, and brand recognition.
- Serve as a dedicated, visible community pillar by cultivating meaningful relationships with local business owners, non-profits, chamber and community groups, establishing the branch as a trusted community hub.
- Actively align branch outreach with the unique needs of the local market, encouraging and leading staff participation in community events, and volunteer efforts that reflect the bank's commitment to community.
- Lead proactive customer retention and win-back strategies, leveraging personalized, high-touch service to build lasting loyalty and reduce account attrition.
- Partner with management to uncover, recommend, and implement improvement opportunities for the retail banking department and general bank.
- Build strong, collaborative bridges with internal partners, including Deposit Operations, Digital Services, BSA/Compliance, and Credit, to streamline workflows and solve problems holistically.
- Take initiative in personal development plans to grow job specific skills and proficiencies.
- Perform other duties as assigned.

REQUIRED SKILLS

- Proven ability to lead a collective team by inspiring a shared vision and acquiring team member buy in at all levels.
- Comprehensive understanding of retail banking services, products, and business environment.
- Prior experience conducting branch reviews, account audits, certifications, or similar quality-control related activities preferred.
- Ability to manage competing priorities, make decisions and solve problems autonomously.
- Excellent professional communication skills, verbal and written, including the ability to explain procedures, train employees, and provide constructive coaching.
- Demonstrated ability to build memorable relationships with team members, colleagues, customers, and community members.
- Professional presentation skills when communicating information to team members, existing and prospective customers, community members, and senior management.
- Always represents Commencement Bank in a professional and authentic manner.
- Treats people with respect; works ethically and with integrity; accepts responsibility for own actions.

WORK ENVIRONMENT

- Must be able to remain in a stationary position for extended periods of time.
- Must be able to effectively communicate and exchange accurate information.
- Must be able to work in an environment with moderate noise levels and with frequent employee/customer contact and interruptions during the day.

QUALIFICATIONS

- Minimum three years of experience managing a branch of a financial institution, including employee development, management of branch duties, relationship-based sales leadership, and operational duties.
- High school graduate or GED required.
- Valid driver's license.

TRAVEL

- Occasional, local travel required.

BENEFITS INFORMATION

Commencement Bank strongly believes in the importance of investing in the health and welfare of its employees and their families. To extend our gratitude for the time and services they provide to our clients and communities, Commencement offers an exciting total rewards package including base salary and a comprehensive package of benefits.

Benefit eligibility begins the first day of the month following the date of hire for employees who are regularly scheduled to work at least 20 hours weekly. Eligible employees will receive benefit options including:

- comprehensive and competitive paid healthcare coverage (medical, dental, and vision) with discounted premiums for dependents
- 401(k)-retirement savings plan with employer match
- employee stock purchase program
- employee assistance program (EAP)
- life insurance
- long-term disability insurance
- health savings account
- flexible spending account
- voluntary benefit options
- tuition reimbursement
- paid parking
- vacation time and a personal float day
- vacation purchase option
- paid time off for illness, volunteerism, and holidays
- logo wear allowance
- employee celebration activities

Job description may change at any time.