



POSITION DESCRIPTION

Position Title:	Branch Manager	Hours:	40 Hours
Reports To:	SVP, Retail Banking Manager	FLSA Status:	Exempt
Department:	Branch – Tacoma		

POSITION SUMMARY:

The Branch Manager will lead the branch team members to deliver exemplary team results. Exemplary results are delivered through current client 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. This person will work with partners across multiple business lines to deliver results for existing and new clients. 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

- Perform and oversee all branch duties, including frontline transactions, opening new accounts, client service requests, and processing loan applications.
- Design and execute branch market strategy for acquiring new relationships, enhancing existing relationships, community partnership, and brand recognition.
- Oversee, monitor, and lead branch growth objectives, including deposit balances, loan balances, new relationship acquisition, relationship enhancement, and revenue objectives.
- Create an environment of teamwork by coaching, mentorship, and motivation.
- Build rapport within your communities to attract business and increase brand recognition.
- Manage the existing branch portfolio of deposit and loan relationships to strengthen brand loyalty.
- Originate consumer and small business loans.
- Partner with direct report associates on individual career development plans including both entry level and seasoned bankers.
- Partner with supervisor to uncover, recommend, and implement improvement opportunities for the retail branch and general bank.
- Knowledgeably assess customer needs with meaningful conversations before recommending financial products in a consultative manner. Ensure branch team is actively assessing client needs to identify opportunities to deepen relationships and help strengthen each client's financial position.
- Oversee all branch operational tasks and responsible for complete compliance and certification with all bank policies, procedures, and guidelines; BSA, Reg CC, AML, OFAC, KYC.
- Coordinate with staff, 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.
- Perform other duties as assigned

REQUIRED SKILLS

- Minimum three years of experience working in the branch of a financial institution, experience in supervisory role a plus
- Comprehensive understanding of retail banking services, products, and business environment.
- Ability to prioritize multiple tasks, make decisions and solve problems autonomously.
- Excellent professional communication skills, verbal and written.
- Demonstrated ability to build memorable relationships with team members, colleagues, clients, and community members.
- Ability to lead a collective team by inspiring a shared vision and acquiring team member buy in at all levels.
- Professional presentation skills when communicating information to team members, clients, prospective clients, community members, and senior management.
- Always represent Commencement Bank in a professional and authentic manner.
- Ability to work unrelated processes simultaneously
- 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

- High school graduate or GED required
- Valid driver's license

TRAVEL

- Occasional, local travel may be required.

Job description may change at any time.