



#### **POSITION DESCRIPTION**

<b>Position Title:</b>	Branch Manager	<b>Hours:</b>	Full Time
<b>Reports To:</b>	Retail Banking Team Leader	<b>FLSA Status:</b>	Exempt
<b>Department:</b>	Retail – Tacoma Headquarters Branch		

#### **SALARY RANGE**

The annualized range for this role is \$70,000 to \$100,000. 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 Tacoma Branch Manager will lead the headquarters' retail 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**

- Oversees all branch operational tasks and is responsible for complete compliance and certification with all bank policies, procedures, and guidelines; BSA, Reg CC, AML, OFAC, KYC.
- Performs and oversees all branch duties, including frontline transactions, opening new accounts, client service requests, and processing loan applications.
- Designs and executes branch market strategy for acquiring new relationships, enhancing existing relationships, community partnership, and brand recognition.
- Assists with or leads retail banking projects, such as: branch expansion, product implementation and training, etc.
- Oversees, monitors, and leads branch growth objectives, including deposit balances, loan balances, new relationship acquisition, relationship enhancement, and revenue objectives.
- Creates an environment of teamwork by coaching, mentorship, and motivation.
- Builds rapport within the communities to attract business and increase brand recognition.
- Manages the existing branch portfolio of deposit and loan relationships to strengthen brand loyalty.
- Originates consumer and small business loans.
- Partners with direct report associates on individual career development plans including both entry level and seasoned bankers.
- Partners with supervisor to uncover, recommend, and implement improvement opportunities for the

retail branches and general bank.

- Knowledgeably assesses customer needs with meaningful conversations before recommending financial products in a consultative manner. Ensures branch team is actively assessing client needs to identify opportunities to deepen relationships and help strengthen each client's financial position.
- Coordinates with staff, internal auditors, and/or examiners during audits and examinations. Organizes responses to audit report findings/exceptions.
- Thoughtfully resolves potential customer concerns through validation and clear communication.
- Takes initiative in personal development plan to grow job specific skills and proficiencies.
- Contributes to a favorable public image of self and Commencement Bank by establishing and maintaining professional relationships and through community participation (civic, industry, and professional).
- Performs other duties as assigned.

### **REQUIRED SKILLS**

- Strong, proven ability to prioritize and work unrelated tasks and processes simultaneously.
- 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 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 five years of experience managing a branch of a financial institution, including staff development, management of staff, sales leadership, and operations
- 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
- 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.**