



Position: Branch Manager – Full Time

Location: Chester, MD

Posting Date: July 7, 2020

Summary

The Branch Manager is responsible for the administration and efficient daily operation of a full-service branch. The Branch Manager develops new deposit and loan business; provides a superior level of customer service and promotes the sales and service culture through coaching, guidance and staff motivation; achieves individual and branch goals through new business sales, referrals and retention of account relationships.

Essential Duties

- Directs and supervises all operational aspects of the Bank branch including customer service, human resources, administration, facilities, and sales.
- Assumes responsibility for various branch functions in the absence of staff members or in overload situations. Processes, solves, and answers complex customer transactions, problems, or inquiries.
- Engages in business development activities and solicitation of new business prospects; motivates and monitors cross selling efforts compared to goals; meets with customers to discuss needs or concerns and outlines appropriate Bank services.
- Interviews loan applicants explains loan options, rates, terms, and collateral requirements; assists customers in the completion of credit applications; obtains credit reports and other verifications as required and analyzes credit data.

Knowledge, Skills and Abilities

- B.S. or B.A. degree in related field or five (5) years of related experience and/or training; or the equivalent combination of education and experience. Work related experience must consist of bank branch management operations, lending, and supervisory background.
- Strong knowledge and understanding of Bank operational policies/procedures, and the Bank's products and services.
- Solid knowledge of Microsoft Office and general personal computer operation.
- Exceptional verbal, written and interpersonal communication skills. Advanced math skills with the ability to calculate interest, percentages, and rates.

Please email resume or completed application to HR@queenstownbank.com.

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