JOB DESCRIPTION

Assistant Branch Manager
Grasonville, MD

This position is responsible for assisting and supporting the Branch Manager in the administration and daily operation of a full-service branch office; ensuring the branch operates in compliance with established policy procedures, trains and coaches staff members to ensure operational accuracy and achievement of superior service standards; opening deposit accounts, assisting customers with online banking enrollment, remote deposit capture or other cash management services, accepting consumer loan requests for non-mortgage products; is trained in all branch operational elements and assisting in the cross-training of less experienced branch associates.

Qualifications include:

- High school diploma or general education degree and three years of branch banking experience with one year of supervisory experience.
- Proficient in branch deposit operations; NSF and overdraft processing; holds and stop payments; currency transaction reports; acceptance and research procedures for a variety of legal processes; ATM duties; wires; balances general ledger account(s) and processes and approves related entries.
- Ability to consistently apply superior decision-making techniques pertaining to inquiries, approvals and requests as they apply to existing policies and procedures, keeping within assigned approval limits and using these instances as learning tools for employee development.
- Intermediate experience, knowledge and training in branch operation activities, terminology and products and services.
- Demonstrated ability to cross-sell and explain Bank products and services with confidence and authority.
- Strong loan and deposit product knowledge.
- Solid knowledge of related state and federal banking compliance regulations, and other Bank operational policies.
- Effective verbal, written and interpersonal communication skills with the ability to exercise sound judgement to carry out instructions, interpret documents, understand procedures, write reports and correspondence, and speak clearly to customers and employees.

Physical Demands:

- Frequently required to stand, walk, sit and utilize hand and finger dexterity.
- Occasionally required to lift up to 25 pounds.

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

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