



JOB DESCRIPTION

JOB TITLE: Branch Manager

LOCATION: Cambridge, MD

This position is responsible for overseeing the administration and efficient daily operation of a full-service branch office, ensuring superior levels customer service; fostering a positive, developmental and results-focused atmosphere, providing support, guidance, and training to their team while embodying the culture and leading by example; performing duties at a professional level, insuring the overall efficiency of their branch; developing new deposit and loan business; providing a superior level of customer service and promoting the sales and service culture through coaching, guidance and staff motivation; achieving individual and branch goals through new business sales, referrals and retention of account relationships.

QUALIFICATIONS:

- Bachelor's Degree and one year of Branch Management experience, or five years of Branch Management experience.
- Educational experience, through in-house training sessions, formal school or financial industry related curriculum, is required to be applicable to the financial industry.
- Work related experience must consist of branch management operations, lending and supervisory background.
- Ability to play a positive role in the development and growth of branch staff through excellent communication skills, both verbal and written, along with strong delegation skills assuring a highly cross trained staff.
- Consistently applies 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.
- Able to assume responsibility for various branch functions in the absence of staff members or in overload situations.
- Excellent organizational and time management skills with the ability to provide leadership, supervision and training for employees using positive supervisory techniques to ensure maximum productivity; demonstrated ability in organization and delegation skills.
- Solid knowledge of human resource policies.
- Solid knowledge of bank software, Microsoft office and general personal computer operation.

PHYSICAL DEMANDS:

- Mobility sufficient to perform activities required of position, including travel to customer locations
- Manual dexterity for the functional operation of office equipment, such as computers, calculators, etc.
- Ability to actively engage in necessary communications with internal and external customers

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

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