



## **JOB DESCRIPTION**

### **Assistant Branch Manager – Centreville, MD**

#### **SUMMARY:**

This position is responsible for assisting and supporting the Branch Manager in the administration, supervision and daily operation of a full-service branch office. Ensuring the branch operates in compliance with established policy procedures and achieves superior service standards for customers. Trained in all branch operational elements; and trains and coaches staff members to ensure operational accuracy.

#### **DUTIES AND RESPONSIBILITIES:**

- Assists customers in their selection of various accounts, products and services available from the Bank; recognizes opportunities to offer customers products/services that may add value to their banking relationship
- Assists business customers with online banking, cash management, business debit cards, overdraft DDA lines of credit and merchant card services
- Provides overrides, check approvals and quality control of transactions and documents processed by Tellers, Head Tellers & CSRs
- Interviews loan applicants and assists customers in the completion of consumer credit applications for non-mortgage loan products
- Refers mortgage and commercial loan requests to the Regional Lending Team
- Assumes responsibility for various branch functions in the absence of staff members or in overload situations
- Assists in attaining established Bank goals through active participation in sales programs
- Provides leadership, training, and support to colleagues
- Assists with performance evaluations that are timely and constructive
- Coordinates communication with branch staff
- Participates in internal committees/projects
- Oversees and assists with the preparation of all branch reports for approval by manager
- Adheres to Bank policies and procedures required by federal and state statutes, laws and regulatory rules
- Performs other related duties as assigned.

#### **QUALIFICATIONS:**

- High school diploma or GED and three years of branch banking experience with one year of supervisory experience required; college degree in Business preferred
- Experience in a Team Lead or Supervisory capacity required
- Intermediate experience, knowledge and training in branch operation activities, terminology and products and services.
- Strong knowledge of related state and federal banking compliance regulations, and other Bank operational policies.
- Proficient in Microsoft Office specifically Word, Excel, and Outlook
- Excellent organizational, communication and time management skills
- Demonstrated ability to cross-sell and explain Bank products and services with confidence and authority.
- Excellent interpersonal and professional leadership skills
- Ability to remain professional and composed under pressure
- Exceptional listening skills
- Ability to prioritize tasks and to delegate them when appropriate

**COMPETENCIES:**

- **Communication** – Communicates well, delivers presentations, has good listening skills.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments
- **Directing & Controlling** – The ability to create a motivating climate, achieve teamwork, train and develop, measure work in progress take corrective action
- **Interpersonal Relations** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Managing People** - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- Mobility sufficient to perform activities required of position, including travel to branch 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

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*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Please email resume or completed application to [cguthrie@queenstownbank.com](mailto:cguthrie@queenstownbank.com).

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