

eBranch Assistant Manager – Job Description Summary

Responsible for assisting with the direction and administration of eBranch operations. Ensures that established policies and procedures are followed. Oversees the provision of a full range of services to current and prospective customers/members. Ensures that customers/members are promptly and professionally served. Performs duties of eBranch Manager as necessary. Trains, directs, coaches, mentors, motivates and assists in supervising eBranch staff. Monitors employee's interaction with customers/members to identify their needs and sales opportunities, through silent monitoring and side-by-side monitoring. Regularly performs various eBranch functions as required.

The complete job description covers the following topics:

- Essential duties and responsibilities
- Supervisory responsibilities
- Performance standards
- Qualification requirements
- Education and experience
- Language skills
- Mathematical skills
- Reasoning ability
- Other skills and abilities
- Physical demands
- Work environment