

## **Branch Manager (\$10 - \$25 Million) - Job Standards**

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

Note: The standards recommended for the three Branch Manager positions (#606, #607, #608) are essentially similar. The organization needs to make numerical distinctions for those areas that separate a larger branch from a smaller one. Asset size, number of customers, and numbers of staff are normally the distinguishing features that can be quantified.

### KNOWLEDGE OF WORK:

Thoroughly understands each branch function (i.e., lending, deposit, fee-based services, special services, computer operation) through personal training and experience; could do most jobs if absolutely essential  
Knowledgeable in all risk management policies and procedures and how to implement them in the daily operation of the branch  
Knows how to maintain a high quality of customer service through proper staffing, scheduling, and hands-on training of all service delivery and lending personnel  
Knows and thoroughly understands organization philosophy, the organization's mission statement, goals and objectives  
Understands the components of the branch office Business Plan and what role the Branch Manager must play in ensuring that branch activities match Business Plan targets  
Knows that management is leading, not doing; plans, organizes, coordinates, directs and controls branch office activities accordingly

### QUALITY OF WORK:

Implements and maintains the Branch Performance Statistical Report which indicates staff capacity, utilization, productivity, efficiency and effectiveness in every product line and service function  
Maintains branch premises in a neat and orderly fashion; a pleasant place to do business, and an image of order, competence, safety and security  
Utilizes Branch Inspection Report action items to improve functions, processes, staff utilization and other considerations in order to achieve the profitability goals set for the branch  
Capable of managing a total staff complement of between \_\_\_\_ and \_\_\_\_ involving \_\_\_\_ departments.

### QUANTITY OF WORK:

Closely follows branch Business Plan, and is actively involved in such branch functions as determining staffing level and appropriate scheduling; staff utilization and productivity; recruitment of new customers; marketing programs and efforts; and, related activities specified in the Business Plan  
Maintains branch office statistics on trends, account relationships, traffic counts, cash flow volumes, lending activity and related, and updates statistical report weekly  
Invests time and effort in determining best, most economical methods to delivery services to customers  
Works closely with every department supervisor to ensure business transactions and demands on the service delivery system are consistent with established standards and goals

### JUDGEMENT:

Offers appropriate solutions to staff and customer questions/problems  
Maintains control and assertiveness in a positive and constructive way to make decisions  
Makes sound lending decisions within authority limits  
Uses a balanced approach to branch issues; the costs and time do not exceed benefits derived therefrom