

Assistant Branch Manager (\$0 - \$10 million) - Job Standards

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

Note: The standards for the Assistant Branch Managers (#609, #610, #611) are essentially the same with the exception of size factors such as: Branch assets, number of employees, customers, loans. The organization should specify the criteria to make meaningful distinctions between various branch operations.

KNOWLEDGE OF WORK:

- Knows all products and services and can perform all branch functions
- Maintains a current knowledge of all regulations affecting various branch functions
- Understands security and building maintenance requirements and acts as the Security Officer
- Understands computer operations of organization and has the second highest authority level in the branch for signatures, overrides, loan approval, and exception authorization

QUALITY OF WORK:

- Assists Branch Manager in the overall operation of the branch, as directed
- Acts as the direct supervisor for one or more branch functions (i.e., lending)
- Keeps staff informed on security matters and monitors compliance to risk management requirements
- Delegates work effectively to subordinates and monitors work schedules and task completion
- Communicates operational and personnel problems to Branch Manager and participates in resolving same

QUANTITY OF WORK:

- Performs all assigned tasks as scheduled, while finding time to assist others
- Works co-operatively with the Branch Manager to conduct efficiency studies, construct traffic reports, and complete the Branch Performance Statistical Report
- Assists in scheduling, training, and general management of staff
- Conducts periodic quality checks in all departments to ensure standards are being met

DEVELOPMENT OF EMPLOYEES:

- Recommends and schedules seminars for employees at the branch or other location
- Conducts staff meetings to keep employees informed and involved in branch operations
- Sets examples for others to follow
- Conducts periodic performance appraisals to evaluate performance
- Coaches and counsels employees to develop good attitudes, behaviours and performance

LEADERSHIP:

- Demonstrates leadership in practice; accepts responsibility, takes decisive actions
- Delegates work effectively and encourages staff to reach for higher goals
- Follows up on assignments and assists staff to succeed in task accomplishment
- Sets good example with work habits - dependability/reliability
- Takes corrective/disciplinary action with problem employees