



## Job Posting

**Position:** Branch Manager  
**FLSA Status:** Exempt  
**Pay Range:** \$75k – 100k/year

**Department:** Retail  
**Location:** Mandeville  
**Hours Needed:** Monday-Friday, 8am-5pm/close

### Position Summary:

The Branch Manager's role is to ensure the smooth and effective operation of the branch, while keeping customer service as the top priority. Consistently meet expectations for growth and income as well as other objectives set for the branch by management. Managers oversee the staff of their location(s), ensuring the highest level of performance and compliance.

### Job Responsibilities:

- Manage branch employees, including feedback, training, discipline, and scheduling
- Ensure branch employees are appropriately trained and able to perform their duties
- Promote branch by developing existing customer relationships and acquiring new customers
- Maintain advanced knowledge of both personal and business banking products
- Represent the bank at community events
- Ensure all operations, security, and audit policies and procedures are followed
- Act as backup for other branch positions as needed
- Process and close consumer loan applications
- Be present and available in the branch as much as possible
- Hold branch team meetings as needed to discuss operational changes/issues, review products, and discuss upcoming events
- Decision and monitor customer overdrafts and account activity for abuse and inconsistencies with compliance
- Monitor and provide teller overrides and transaction approvals when necessary
- Resolve customer issues and concerns as they arise and ensure appropriate follow-up
- Help locate teller outages (overages and shortages) and audit for teller differences
- Monitor competitor rates and contact management when a special rate is needed to obtain or retain a relationship
- Work closely with branch commercial lenders and business developers to ensure commercial clients are serviced appropriately
- Consistently support the Bank and its core values
- Follow all policies and procedures
- Additional duties may be assigned by supervisor

### Requirements:

- High school diploma or equivalent
- Bachelor's degree in Finance, Accounting, or other business-related field highly preferred
- 10+ years experience in retail banking
- 5+ years experience in management
- Experience in consumer lending
- Advanced knowledge of banking rules, regulations, and best practices
- Knowledge of banking software required, experience with Horizon XE highly preferred

- Excellent written, verbal, and interpersonal communication skills
- Ability to navigate and learn new computer systems
- Exceptional organizational, time management, problem solving, and decision-making skills
- Strong customer service skills
- Honesty and integrity
- Ability to work accurately and efficiently, with close attention to detail
- Ability to work independently while having a strong commitment to team orientation
- Strong leadership skills
- Ability to follow directions, comprehend new training, and adapt and relay changes in regulations, policies, and procedures

**Benefits:**

- Medical, Dental, and Vision Insurance
- Company Provided Life and Disability Insurance
- Paid Time Off
- 401(k) with Employer Match
- Tuition and Professional Development Assistance

American Bank is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, pregnancy, genetic information, disability, protected veteran status, or any other protected category under applicable law.