



Position Opening: Regional Retail Manager
Department: Retail Banks
Location: Northwest Kansas
Status: FT Salary with Benefits
To Apply: <https://www.equitybank.com/about/culture/job-opportunities/>

*Jump start your career at **Equity Bank!** We are currently hiring energetic, team oriented, and community focused individuals to join our team! With a team of best-in-class customer service experts, you'll help to build and expand on client relationships, deliver the banking products and services that meet the unique and individual needs of clients, and create and uphold an atmosphere of superior experience and service. At Equity Bank we'll help you invest in your community through volunteer opportunities which align with our company initiatives and core values.*

Job Summary

This position is responsible for leading, coaching, motivating, and educating/developing a team of Bank Managers for all Equity Bank locations in the Northwest Kansas Region.

Responsibilities and Expectations

1. Grow Retail Banking Net Income
 - Provide sales leadership and direct the financial results of assigned group of banks.
 - Achieve budgeted retail banking targets for account, deposit and consumer loan growth, and generation of non-interest income.
 - Control retail banking expenses as appropriate.
 - Demonstrate operational soundness to minimize risk exposure or loss and maintain quality production. Develop and implement bank and/or retail operating procedures and protocols.
 - Proactively support referrals to other business lines that result in additional revenue to the bank.
 - Stay abreast of industry trends. Develop and present new revenue or cost savings initiatives to executive team for consideration.

2. Manage Retail Banking Employee Team
 - Provide off-site leadership and motivation, as well direct the work of retail bank manager.
 - Ensure all Retail Bank Officers make five preplanned calls per week.
 - Make recommendations and decisions regarding employee hiring, compensation, work schedule, promotion and discipline.
 - Ensure new hire onboarding and ongoing training/development of retail staff for their current and future role.
 - Provide periodic bank performance objectives and goals, as well as individual coaching, feedback and evaluation of bank managers.
 - Develop and implement retail banking incentive plans and periodic sales campaigns/contests. Provide sales tracking to retail banking team.
 - Offsite Travel within footprint 50-75%

3. Individual Production

- Source/Complete five preplanned sales call per week
- Bring in new loans and deposits from own sources or COI's.
- Sit in on three boards or committees within the community.

4. Ensure Delivery of Superior Customer Service and Customer Experience

- Demonstrate excellent customer service skills and ensure same by retail banking team.
- Create a welcoming, engaging, professional environment for customers to experience.
- Proactively resolve customer issues or disputes and ensure follow-through by retail banking team.
- Ensure retail team proactively matches bank products and services to customer needs.

5. Demonstrate Compliance with Applicable Laws and Regulations

- Understand and follow applicable laws and regulation for your job responsibilities, including but not limited to Equity Bank Business Ethics and Conduct policy, Bank Secrecy Act, Anti-Money Laundering, Information Security, Suspicious Activity Reporting requirements, policies and procedures.
- Follow deposit account opening procedures and internal suspicious activity referral requirements and processes, as appropriate for this position.
- Actively work with customers to understand each customer's normal account activity, as appropriate for this position.
- Complete periodic compliance training.
- Requires all of the above by retail banking team.
- Assist Regional Ops partner as needed.

6. Supervise Retail Operations Functions

- Participate in development of operations policies and procedures.
- Ensure compliance to internal control standards.
- Monitor security procedures.
- Stay abreast of fraud issues and initiate appropriate training to safeguard customer and organizational assets.

7. Perform other duties as assigned or required.

Required Skills & Education

- Bachelor's degree in business or a related field and 5 years' experience or,
- 10+ years of experience in a related field (required)
- Previous managerial experience (required)
- Sales or sales management experience (preferred)

Who we are

Equity Bank, a full-service, \$5 billion community bank, is based in Wichita, Kansas, with 66 bank offices throughout Kansas, Missouri, Arkansas, and Oklahoma.

At Equity Bank, you can find exciting opportunities to challenge you, expand your skills, and reward your contributions. Our employees receive competitive compensation and benefits, while working in an atmosphere that encourages personal and professional growth. We're searching for motivated individuals who are passionate about serving others, learning new technologies, and working as part of a team.

Equity Bank offers a full range of financial solutions, including online and mobile banking, commercial loans, consumer banking, and mortgage loans, treasury management service, the best solutions for your business, and absolutely zero ATM fees, anywhere.

What's in it for you?

We believe your benefits are an important part of your overall compensation package. We work year-round to ensure that we provide our employees with the most up-to-date, competitive program. We thoroughly evaluate our benefit plans and strive to provide quality benefits that support the physical and financial well-being of our employees and their families.

Benefits Available:

- Health, Dental & Vision Insurance
- Group Life & Long-Term Disability Insurance
- Flexible Spending & Health Savings Accounts
- Group Cancer Insurance
- 401(K) Retirement Plan w/ Company Match
- Generous Vacation & Sick Time
- Employee Stock Purchase Plan (ESPP)
- Pet Insurance
- Retail Banking Benefits

Find your future at Equity Bank!

The above statements are intended to generally describe the nature and level of work to be performed by most people assigned to this job. It is not intended as an exhaustive list of all responsibilities, duties, and requirements.

Physical Requirements

This position requires standing, walking, bending, and squatting on a regular basis. May require the ability to stoop, kneel, crouch or reach with hands and arms. Requires the ability to carry, lift, move or push up to 25 pounds on an occasional basis. Must be able to talk and listen to others.

Work Environment

This position regularly works in an office setting. Most of the job duties require the employee to be working with computers and electronic media on a regular basis.

Equity Bank is an equal opportunity employer and will not make employment decisions based on an applicant's race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.