



*Our people make the difference,
and we put relationships first.*

Title Branch Manager
Location Manhattan, KS
Schedule Full-time

*Apply online at
www.cfnb.bank*

Position Summary

The Branch Manager is responsible for the administration and efficient daily operation of the branch office, including operations, product sales, customer service, and security and safety in accordance with the Bank's objectives. Develops new deposit and loan business, provides a superior level of customer service, and promotes the service culture through coaching, guidance, and staff motivation. Provides leadership, training, and supervision. Oversees the branch Teller and Personal Banker functions, and customer service duties. Must also be familiar with IRA services, and banking products and services. Although not primarily responsible for customer transactions and account opening administration, the Branch Manager will be available to assist Teller(s) and/or Personal Banker(s) as necessary.

If you want the opportunity to work in a professional environment with a team of dedicated bankers and a competitive compensation package, please bring or send your cover letter, resume, and application to the HR Department at hr@cfnb.bank or 215 S Seth Child Rd, Manhattan, KS 66502. Open until filled. Our application and full job description are available online at www.cfnb.bank/current-job-opportunities. CFNB is an Equal Opportunity Employer.

Key Duties & Responsibilities

- Supervise day-to-day operational functions of the branch including: vault, drawer, and ATM balancing; overseeing teller and customer service duties; and assisting with customer transactions.
- Approve customer and bank transactions within authority limits.
- Perform pre-audits to identify & mitigate operational risk, ensure ongoing adherence with compliance procedures.
- Be knowledgeable about all deposit, business, and consumer loan products.
- Maintain proper teller and vault cash levels, including ordering coin and currency.
- Responsible for general maintenance of the facility. Ensure that all security procedures are strictly followed, branch is operationally sound, and satisfactory audits are achieved.
- Collaborate in the hiring, training, and retention of staff.
- Supervise, coach, and develop staff regarding service expectations, policies, procedures, products, systems, and banking transactions.
- Facilitate regular employee meetings to discuss goals, disseminate company information, discuss operational issues, etc.
- Prepare Teller and Personal Banker performance appraisals and disciplinary notices as needed.
- Maintain staff schedules to provide adequate coverage at all times.

- Responsible for growing customer base; consumer and business relationships through internal and external marketing programs. Develop and grow business and consumer relationships.
- Maintain good public relations with customers and the community. Assume community leadership and service responsibilities with focus on Community Reinvestment Act.
- Greeting customers, directing them to the appropriate area of the branch, and ensuring customer needs are met.
- Managing difficult situations with customers and providing them with a resolution, information, or additional options. Ensure quick and proper responses to all reasonable customer requests.
- Maintain the highest level of confidentiality with all information obtained.
- Perform as a team member in allocating and coordinating the workflow.
- Contribute to the fulfillment of department and company objectives and goals.
- Comply with all department and company policies, procedures, and regulations.
- Be well organized and pay close attention to details.
- Meet expectations for attendance and punctuality.
- Perform other duties as assigned.

Education & Experience

- High school diploma or GED equivalent required.
- 3-5 years business services experience with knowledge in banking and branch operations required.
- Prior managerial experience preferred.

Company Description

Our emphasis here at Community First is on establishing long term, personal relationships with our customers. Our motto, "Putting Relationships First," is not just a slogan from days gone by, it is our commitment to doing business the way it used to be done. Here we believe that customer service is an attitude, not a department, and we vow to get answers to your financial questions in a quick, friendly way, without the run around you can get at the big banks.

This old fashioned dedication to personal service is enhanced by the latest technology available at the very biggest banks. We offer 24 hour Internet and telephone access to your accounts, imaged bank statements, multiple ATM locations, debit and credit cards, and overdraft protection. We are constantly looking for ways to have technology help us do things better and faster.

CFNB offers competitive salaries, a generous array of benefits, and an engaging work environment. When we are fully engaged at work, we are more effective and more successful. Customers can sense our commitment, dedication, and enthusiasm for our bank and therefore feel more comfortable entrusting us with their business and financial needs.

Our product is outstanding customer service and each one of us is better able to exemplify that service when we feel satisfied, recognized, and rewarded in our work. This is the heart of our values and culture—the link between greatness as a company and service—and it applies equally to those who work directly with our customers and those who work behind the scenes to make our services possible.