



RETAIL MANAGER Job Description

Department: Retail
Reports To: Market President
Supervises: Personal Bankers
Status: Full-time, non-exempt

Job Summary:

The Retail Manager supervises all Personal Banker activities. The core responsibilities of the Retail Manager is to lead their team to ensure compliance with banking policies and procedures, coaching and mentoring staff, and building good working relationships with customers and staff. The Retail Manager is responsible for directing and coordinating financial activities of employees in their location. The position requires up to 40+ hours of work per week Monday – Friday, with occasional Saturday work expected.

Key Results Areas:

- Assists the Market President with the operations of the location.
- Comprehensive knowledge of the overall growth of their market and works with management to proactively think of new ways to grow the bank and adapt as changes occur in the industry.
- Oversee all frontline activity to ensure adherence to policies, quality standards, deadlines, and proper procedures, correcting errors or problems.

Core Competencies:

High degree of integrity, uses sound judgement, displays emotional resilience, ability to handle challenging situations, ability to manage others, leads by example, plans and organizes tasks to achieve objectives.

Requirements:

- High school diploma or GED
- Approximately 2 years of Personal Banker experience, preferred
- Ability to lead your team in conjunction with the bank identified core values
- Coach and develop your team for success
- Outstanding interpersonal skills with the ability to connect with customers
- Ability to learn various technology and information systems
- Adapt to the ever-changing world of banking
- Strong oral and written communications skills

Astra Bank is an Equal Opportunity Employer. The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this classification. It does not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

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