

JOB IDENTIFICATION:

Job Title: Retail Manager

Title of Supervisor: Senior Vice President & Cashier

Date: November 2, 2023

JOB SUMMARY:

Manage and supervise retail staff. Responsible for the daily success and operations of the Teller, New Deposit Accounts, and eBanking Departments.

PRIMARY RESPONSIBILITIES/DUTIES:

- Manage, supervise, schedule, train, educate and support retail staff.
- Oversee all transactions performed by tellers.
- Perform teller and vault cash audits according to policy.
- Provide backup support to ACH origination function.
- Provide secondary review of internal account reconcilements, as assigned.
- Provide support to staff regarding teller system and applications used to complete daily tasks.
- Open new accounts as needed.
- Act as administrator on multiple processing systems (core, online banking, bill pay, wire, etc.)
- Write responses to internal audits.
- Adhere to the myriad of compliance regulations, bank policies and procedures.
- Maintain written procedures for department.
- Problem solving and issue resolution for all teller situations.
- Attend educational seminars as needed.
- Promote a positive work environment.

TECHNICAL REQUIREMENTS:

- Working knowledge of myriad of banking regulations.
- 5+ years experience in deposit operations and managing employees.
- Intermediate level of computer proficiency including Microsoft Word and Excel and utilization of core processor application.
- Ability to plan, organize, and prioritize work, in order to meet deadlines and maximize efficiency and profitability. Must be attentive to detail and a self-starter and work within time sensitive timelines.

EDUCATION:

- High school diploma or equivalent.
- Some college preferred.

SKILLS & ABILITIES:

- Basic math skills.
- Ability to provide direction to/from various team members.
- Strong customer service abilities including outstanding oral, written and listening communication skills.
- Operating knowledge of bank services, products and regulations.
- Strategic problem-solving skills with ability to identify problems and recommend solutions.
- Ability to preserve confidentiality and use discretion with customer information both internally and externally.
- Strong sense of ethical integrity.

SALARY AND BENEFITS:

This is a full-time, salaried position and includes a comprehensive benefits package. Compensation will be commensurate with professional experience and education.

COMMUNITY BANK EMPLOYEE PLEDGE:

Each day I will:

- Provide an excellent customer experience.
- Create a positive environment.
- Foster meaningful relationships with our customers and my team.
- Find opportunities to support our customers' needs.
- Operate with integrity and be a good example of community.

COMMUNITY BANK CORE VALUES:

- Integrity
- Relationships
- Excellence

EMPLOYMENT PRACTICES:

Community Bank is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, disability status, or any other basis, which now or in the future may be specified by law.