



Branch Manager

Location: E. Harry St. | Wichita, KS

Role Summary

The Branch Manager plays a central role in leading a relationship-driven, customer-focused banking environment at Legacy Bank. This position is responsible for guiding branch operations with reliability, ensuring processes are followed with care, accuracy, and audit-ready discipline. The Branch Manager supports efforts to strengthen customer satisfaction, deepen long-term financial relationships, and minimize operational risk. With a focus on empowering both customers and employees, this leader contributes to product and service initiatives, fosters professional growth within the branch team, and maintains open communication with the Retail Services Officer to ensure the branch's needs are fully supported. Above all, the Branch Manager helps carry forward Legacy Bank's commitment to building meaningful relationships, delivering solution-oriented service, and creating a positive, lasting impact within the communities we serve.

Ready to lead with purpose and make a lasting difference? As a Branch Manager at Legacy Bank, you will help strengthen customer relationships, support your team's growth, and guide a branch rooted in service, integrity, and community. If you're inspired to create positive experiences and uphold a tradition of trusted, relationship-centered banking, we invite you to apply today.

Apply online at: <https://legacy.bank/careers/> or email your resume and cover letter to hr@legacy.bank.

Responsibilities

- Coach and supervise duties of branch retail staff, coordinating and prioritizing workflow, scheduling and assisting staff when needed. Ensure all branch employees handle themselves in a businesslike/professional manner in handling customer needs. Identify and request training for staff as needed to ensure they are customer advisors, not just order takers. Evaluate and appraise employee performance reviews. Assist with branch new hire interviews.
- Ensure customer satisfaction and service within the branch by proactively communicating with customers and promptly handling customer requests and concerns. Identify customer and non-customer financial needs and offer appropriate products and services that meet their needs. Actively go out on community calls to ensure mission of "building a LEGACY through relationships, service & solutions"
- Manage day-to-day branch operations. Keep branch in audit ready condition. Maintain optimal staffing levels. Demonstrates working knowledge of security and compliance procedures and ensures adherence by branch associates. Escalate issues as needed.
- Proficient and able to conduct all customer account functions, including teller transactions, processing request for new products and services, cross-selling appropriate products or services to benefit the customer. Resolves branch related problems and customer complaints and needs that are within their authority to resolve. Works actively to achieve established goals set by management.
- Responsible for oversight and monitoring of the branch staff exception lists and errors. Works closely with staff and other departments to ensure customer information is obtained per policy/regulatory requirements and the branch remains in balance.
- Support the development of relationships with commercial business customers. Participates with others in calls/visits to assess deposit needs. Educates and offers bank products, services and solutions to meet those needs. Represents the bank as appropriate in its relationships with sponsors, community organizations, suppliers, vendors, other financial institutions and similar groups
- Participates in branch opening/closing schedules, bi-weekly Saturday rotations and ensures that all schedules are covered.

- Must comply with all company policies and procedures, applicable laws and regulations, including but not limited to, the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control.
- All employees are expected to actively promote Legacy Bank to existing and prospective customers to obtain and build the Bank's customer base and thereby enhance Legacy Bank's growth and profitability.

Qualifications

- 2-year college degree or completion of a specialized course of study at a business or trade school requiring approximately 64 credit hours
- 3 years of similar or related experience, including preparatory experience
- Solid understanding of branch operations, compliance requirements, and audit-ready practices is preferred
- Proven ability to lead, coach, and support branch staff while fostering a positive, service-focused environment will put you ahead

Key Attributes for Success

- Strong communication, customer-engagement, and relationship-building skills
- Ability to identify customer needs and recommend appropriate products, services, and financial solutions
- High level of accuracy, reliability, and accountability in overseeing transactions, exceptions, and regulatory documentation
- Effective problem-solving skills with the ability to resolve customer concerns and operational issues within authority
- Professional representation of the bank in the community, supporting relationships with both retail and commercial customers

Who We Are

Since our founding in Colwich, Kansas 140 years ago, Legacy Bank has established itself as a strong community partner and a preferred place of employment. Now in our fifth generation of leadership, our focus remains on our people and delivering relationships, service, and solutions to our area communities.

Our Benefits

At Legacy Bank, our employees exemplify sound work ethics, dedication, and a desire to improve lives. We consider our team members our most valuable asset and prioritize their well-being. We recognize their contributions and support them with comprehensive benefits, fostering both their personal happiness and long-term success.

Our Benefits include: health insurance (Legacy pays a portion of the employee's premium), 401(k) with employer matching, accrued vacation and sick leave, paid personal day, health & dependent care flexible spending account, and more.

ADA Requirements

Physical Requirements

Perform primarily sedentary work with limited physical exertion and occasional lifting of up to 10 lbs. Must be capable of climbing / descending stairs in emergency situation. Must be able to operate routine office equipment including telephone, copier, facsimile, and calculator. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must be able to work extended hours whenever required or requested by management. Must be capable of regular, reliable and timely attendance.

Working Conditions

Must be able to routinely perform work indoors in climate-controlled shared work area with minimal noise.

Mental and/or Emotional Requirements

Must be able to perform job functions independently or with limited supervision and work effectively either on own or as part of a team. Must be able to read and carry out various written instructions and follow oral instructions. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the

organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines / requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters.

Equal Opportunities

Legacy Bank is an Equal Opportunity Employer and does not discriminate against employees or applicants based on race, color, religion, sex/gender, national origin, disability, age, or any other category protected by law.