

At BSB, our success is built by our talented workforce that values integrity, dependability, service, and mutual respect. We pride ourselves on treating our clients, associates, and communities with care. Join a team where your contributions matter and your career can thrive.

The Retail Services Manager will oversee the execution of the retail banking experience across all branches to ensure consistent, high-quality customer experience executed within approved policy and procedure which aligns with the Bank's strategic goals. This includes retail operations oversight, product/service promotion, and customer satisfaction. This manager does not have direct reports in the branches. They are a side-by-side resource to the Market Presidents for the training, education, and support of branch retail staff.

### **Key Responsibilities**

- Conduct regular branch visits to observe, coach, and reinforce performance expectations
- Serve as a cross-functional liaison between frontline teams and departments (IT, Deposit Ops, Marketing, Compliance)
- Lead efforts to standardize systems, forms, and customer handling protocols across branches
- Develop and maintain SOPs for teller and CSR procedures aligned with regulatory standards
- Ensure adherence to banking regulations (Reg CC, Reg E, BSA/AML) and internal controls
- Collaborate with Compliance and Risk teams to prepare branches for audits and regulatory exams
- Champion service excellence through execution of customer experience standards (greeting, onboarding, issue resolution)
- Act as escalation point for complex customer service issues, modeling empathy and professionalism
- Coach staff and leaders on tone, service behaviors, and customer-centric communication
- Partner with Marketing to launch and operationalize product/service campaigns across branches
- Translate strategic goals into actionable frontline initiatives with measurable outcomes
- Provide coaching materials, referral tracking tools, and performance dashboards
- Design and deliver training programs focused on needs-based conversations and product referrals
- Equip Market Presidents and branch leaders with coaching frameworks and leadership scripts
- Foster a culture of continuous improvement and engagement through ongoing support and recognition

### **Organizational Management**

- Proven ability to design, implement, and sustain standardized procedures across multiple locations, ensuring consistency, efficiency, and regulatory compliance.
- Served as a strategic liaison between frontline teams and departments including IT, Compliance, Marketing, and Deposit Operations to align goals and streamline execution.
- Deep understanding of banking regulations and audit preparation, with a strong track record of improving compliance outcomes and mitigating operational risk.

### **Strategic Coaching & Development**

- Successfully coached branch leaders and staff on service behaviors, tone, and professionalism to foster a customer-centric culture and elevate brand experience.

- Skilled in translating marketing and product initiatives into actionable frontline strategies, driving engagement, adoption, and measurable business results.
- Designed and delivered training programs that promote needs-based conversations, product referrals, and team accountability, resulting in stronger performance and morale.

**Impact Indicators**

- Elevated customer satisfaction and reduced service complaints
- Improved audit results and regulatory compliance
- Increased staff engagement in campaigns and referral activity
- Built strong partnerships with Market Presidents and branch teams
- Achieved consistent execution of service and operational standards across branches

**Interested applicants, please send resumes to:**

careers@bsbks.com

or 2130 S. Ohio St., Salina, KS 67401

Bennington State Bank is an Equal Opportunity Employer-EOE/Minorities/Females/Disabled/Vets/SO