Retail Manager/Lead Personal Banker – Salina, KS

The Retail Manager/Lead Personal Banker is responsible for leading and overseeing branch retail operations, managing the branch Personal Bankers, ensuring exceptional customer service, operational efficiency, and compliance with banking policies and regulations. This role provides strategic direction to achieve branch deposit goals, customer retention, and employee development.

Full-time hours will be 40 hours per week, Monday – Friday with a Saturday morning rotation.

Bank Of The Plains offers a competitive total compensation package. Benefits include: Health, Dental, Vision, Life Insurance, Long Term Disability Insurance, Flexible Spending Accounts for health and dependent childcare expenses, 401K Plan, Paid Vacation, Paid Holidays, Volunteer time, and an Employee Assistance Program.

Essential Functions include the following. Other duties may be assigned.

1. Leads by example, the culture of the Board of Directors in areas of work ethic, customer service, professionalism, community involvement and the highest regard for the bank's reputation.
2. Communicates with retail staff in a weekly meeting to keep everyone up to date and review the calendar for coverage.
3. Provides exceptional customer service to internal and external customers by accurately and courteously addressing customer questions and processing customer requests.
4. Promotes the bank's products and services; consistently cross-sells banks products at every opportunity. Responsible for maximizing branch deposit growth by coaching and developing staff.
5. Performs as a team member in allocating and coordinating branch workflow; assist co-workers with questions as needed.
6. Responsible for the scheduling of all Retail Staff in Salina and ensuring areas are covered.
7. Coordinates schedule for opening/closing of the bank.
8. Responsible for the NSF decisions on accounts that do not have the overdraft protection product or overdraft protection limit for the Salina branch.
9. Review Overdrawn Account Report. If a customer has been on the report for an extended period of time and does not have the overdraft protection product, it may be necessary to contact the customer.
10. Oversees Personal Bankers and Customer Service Specialists performing daily duties and assists with more complex situations.

11. Responsible for assigning duties for the Personal Bankers and Lead Customer Service Specialists to ensure efficient functioning of the department.
12. Responsible for Branch Customer Service, setting expectations with the staff of how to properly serve the customers and interact in customer conversations.
13. Responsible for training staff on online banking, mobile banking, mobile deposit, VISA DEBIT CARD transactions and wires. This would require helping the customer to get logged in, reset passwords, or help with anything they may need.
14. Responsible for training when needed, monitoring the staff is fully trained and providing guidance and recommendations as needed.
15. Research customer account issues and complaints.
16. Ensure staff complies with all bank procedures.
17. Approves and gives proper approval for exceptions to policies and procedures that are needed on a case-by-case basis.
18. Researches and helps with Visa Debit Card problems and Visa Debit Card charges.
19. Responsible for file maintenance of all accounts, including making address changes; closes accounts as requested by customers.
20. Responsible for review of all deposit documentation for account maintenance, new accounts and CD's.
21. A member of the after-hours call group for ATM and Alarm issues.
22. Responsible for ATM, vault and teller drawer unannounced quarterly audits according to the internal audit program.
23. Attends bank related training as required by management.

Responsible for ensuring the following tasks are completed by the staff and acts as a back-up when needed:

24. Answers incoming telephone calls; determines the purpose of calls; answers customer inquiries or appropriately forwards calls. Refers complicated questions, matters, and upset customers to appropriate person.
25. Maintains a cash drawer, accepts all deposits, verifies cash, and endorsements. Follows proper procedures for cashing checks.
26. Provides additional customer service including Cashier's Checks, Money Orders, Stop Payments, customer research, and assist customers with any questions or concerns.
27. Assists with ordering and file maintenance of debit cards and ATM cards.
28. Back up for interviewing customers to obtain information and explains available financial services such as savings and checking accounts, Individual Retirement Accounts, Certificates of Deposit, ATM and Visa debit cards.
29. Back up for processing opening of new accounts and provides proper documentation and disclosures, including checking, savings, Certificates of Deposit, Individual Retirement Accounts, safe deposit boxes, etc.

Qualifications

Three to five years' previous experience in bank deposit operations and some previous management experience required.

Bank Of The Plains is an Equal Opportunity Employer.

To apply, please forward application to hr@bankoftheplains.com