



RETAIL MANAGER

Job Description

Department: Retail

Reports To: SVP & Chief Retail Officer

Supervises: Personal Banker I and II

Status: Full-time, nonexempt

Job Summary:

The Retail Manager is responsible for overseeing the daily operations and growth of the branch's retail team, including Personal Bankers. This role ensures compliance with banking policies and procedures while fostering a positive work culture through coaching, mentoring, and professional development. The Retail Manager builds strong customer relationships, drives branch performance, and represents the bank within the community to support overall growth and client satisfaction.

Core Competencies:

Demonstrates integrity, sound judgment, and strong organizational skills. Effectively manages others by setting clear expectations, leading by example, and fostering teamwork. Maintains resilience under pressure and adapts to changing environments. Strong communication, interpersonal, and coaching skills are essential to developing high-performing teams and achieving organizational objectives.

Key Result Areas:

- Ensure high levels of service quality and compliance with all banking policies and regulatory requirements.
- Drive branch performance, including deposit growth, customer retention, and cross-selling of bank products and services.
- Lead, coach, and develop Personal Bankers to achieve individual and team goals.
- Actively represent and promote the Astra Bank brand within the community.
- Partner with the Market President and leadership team to identify and execute strategies for growth and operational improvement.
- Promote a culture of ownership and accountability across the team.

Duties & Responsibilities

- Supervise and support Personal Bankers in delivering exceptional customer service and meeting performance standards.
- Oversee daily retail operations, ensuring adherence to quality, compliance, and service standards.
- Train, mentor, and evaluate team members; conduct performance reviews and provide regular coaching and feedback.
- Facilitate onboarding of new employees and ensure ongoing development of team skills.
- Review new account logs, CIP reports, and other compliance-related reports for accuracy and timely follow-up.
- Assist with branch-level projects, product development, and implementation of new procedures.
- Participate in community and business development activities to strengthen the bank's presence and build client relationships.



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- Collaborate with management to assess staffing needs, approve timecards, and manage scheduling.
- Identify opportunities for process improvement and contribute to long-term branch growth strategies.
- Perform other duties as assigned.

Requirements:

Education:

- High school diploma or GED required; additional education or professional training preferred.

Experience:

- Minimum of 2 years in retail banking or related customer service/sales role.
- Prior leadership or supervisory experience strongly preferred.

Technical Skills:

- Knowledge of banking products, deposit operations, and retail compliance regulations.
- Proficiency with banking systems, Microsoft Office, and other technology platforms.

Other Requirements:

- Strong interpersonal and communication skills with the ability to connect with customers and staff.
- Ability to adapt to changes in the banking industry and effectively manage competing priorities.
- High ethical standards, attention to detail, and commitment to teamwork.
- Occasional travel.

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 may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

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