



<b>Position Title:</b>	Assistant Banking Office Manager
<b>Location:</b>	South Zanesville – Main Office
<b>Reports to:</b>	Director of Retail Banking Operations
<b>Pay Status:</b>	Non-Exempt, Full-Time

This position, as well as all North Valley Associates, is responsible for carrying out the Bank’s mission statement:

***Our Mission: Building Better Communities***

*“We will build better communities by helping our neighborhoods and small businesses grow and prosper through the delivery of quality financial services.”*

***Summary of Position:***

The Assistant Banking Office Manager (ABOM) supports the Banking Office Manager in all aspects of banking center operations, sales, and customer service. The ABOM assists in managing staff, ensuring compliance, and driving banking office performance, while also serving as a trusted advisor to customers.

***Key Responsibilities:***

**Leadership and Staff Development:**

- Supervise daily branch activities and staff scheduling.
- Coach and mentor CSRs and Bankers.
- Assist with performance evaluations.
- Ability to perform CSR/UB/PB duties and fill in gaps where necessary.

**Customer Service and Sales:**

- Maintain strong customer relationships – consumer and commercial.
- Promote bank products and services to meet banking center goals.
- Resolve escalated customer concerns.

**Operational Management:**

- Ensure compliance with banking regulations.
- Manage audits and operational reviews.
- Oversee cash management and vault operations.
- Assist with signing official checks after 90-day review and approval period.
  - Secondary signing authority up to \$250,000



**Skills & Qualifications:**

Required:

- High School diploma or equivalent.
- Active Notary Public commission or the ability to obtain commission within 90 days of employment.
- Proven leadership in a retail banking environment.
- Excellent communication and problem solving skills.

Preferred:

- Associates or Bachelor’s degree in Business or Finance.
- Four or more years of banking experience.

**Product Knowledge:**

- Full Retail Banking Suite
- Business Banking Products
- Consumer & Small Business Lending

**Lending Authority:**

- Partial lending authority as approved by Management.

**Physical Requirements:**

This position operates in a professional office setting. Regularly requires standing for extended periods, reaching, bending, and lifting up to 25 lbs.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this position in accordance with applicable laws and organizational policy.

This description has been reviewed and approved by the following:

\_\_\_\_\_  
Printed Name

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Signature

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Date

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Management Signature

\_\_\_\_\_  
Date

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Human Resources Signature

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Date

