



JOB DESCRIPTION

POSITION TITLE:	Assistant Banking Office Manager
REPORTS TO:	Muskingum County Retail Market Manager and SVP/Retail Branch Administrator
LOCATION:	Main
STATUS:	Non- Exempt/ Full Time

This position, as well as all NVB positions, is responsible for carrying out the Bank's mission statement:

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

An Assistant Banking Office Manager is responsible for the co-management of the office under the direction of the Retail Market Manager. As a leader in your office, you will assist in driving all facets of sales, service, and operations of the office. You will also directly manage the office service team. You will motivate your team to achieve sales targets, acquire new consumer and business customers, initiate referrals to partners and deepen all proactively drive business inside and outside the office.

Your responsibilities include:

- Welcomes and establishes relationships with customers.
- Ability to perform at a high level, all expectations of a Universal Banker while providing exemplary customer service.
- Motivate, coach, and develop colleagues while employing a disciplined performance management process.
- Conducts monthly scheduling for the banking office.
- Educate customers on how to leverage technology (i.e., ATM, Mobile Banking, On-Line Banking, etc.) to conveniently process their transactions.
- Ability to take a Consumer Loan application. Educate and refer customers to other areas of the bank to deepen relationships and build strong internal partnerships.

- Demonstrates the ability to develop a deep knowledge of banking, transaction processes, cash handling, customer service, operations, systems technology and communication while maintaining up to date knowledge on all products, services, technology and polices.
- Maintains the privacy of customer information and security of all records.
- Adheres to all operational, security, risk, and regulatory policies and procedures.
- Active within the community and have established networks for sales development.
- Assumes any and all other responsibilities as assigned,

COMPETENCIES:

- **Adaptability:** Able to adjust quickly to different work situations, remain composed under pressure and stressful situations.
- **Attention to Detail:** Regard for important details to assure accuracy in every transaction performed; detect errors; follow through on corrections and details.
- **Change Management:** Must embrace change and see change as opportunity. Must be willing to express and support management’s ideas to affected staff.
- **Customer Orientation:** Respond sensitively to the needs and priorities of the customer; recognize and take appropriate action to meet their needs; establish an effective working relationship with customers to gain their respect and loyalty.
- **Oral Communication:** The ability to express thoughts and ideas in a clear and concise manner to a variety of audiences.
- **Professionalism:** Project a positive image of the bank to all internal and external customers.
- **Retail Sales:** Must understand the role of sales and customer service in a community bank environment. Must be able to discover customer needs and be able to obtain new customer accounts.

STAFF GUIDELINES:

- All team members will commit and adhere to the bank’s **CORE VALUES** while performing the essential duties and job responsibilities of the position:
- Accountability
- Community
- Communication
- Teamwork

- Integrity
- Passion for Excellence

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- High school diploma or equivalent, preferred minimum two-year advanced educations (associate degree)
- 2-7 Years banking experience or training
- Assistant Management experience required (others having reported directly to you)

Other Skills:

- Ability to work independently and in a team environment, with limited supervision, and be a self-starter.
- Must possess excellent organizational skills.
- Ability to react to stressful situations with professionalism while remaining calm.
- Must be tolerant of all personality types of clients, customers, employees, vendors and others.
- Must have strong coaching and mentoring skills.
- Must have strong customer service skills.

Physical Demands:

- Must be able to sit, stand, and walk; reach with hands and arms; use hands; talk and hear; lift or move up to 25 pounds; may occasionally need to stoop or kneel.

The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

This job description has been read and approved by:

Employee Signature Supervisor Signature Date