



## **Lobby Operations Manager**

**Job Classification:** Full-Time, Exempt

**Reports to:** Branch Manager and Bank Operations Manager

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### **Position Summary**

The Lobby Operations Manager is responsible for the administration and efficient daily operation of a full-service branch office, including operations, product sales, customer service and security and safety in accordance with the Bank's objectives. Develops new deposit business; provides a superior level of customer relations and promotes the sales and service culture through coaching, guidance and staff motivation; achieves individual and branch sales goals through new business sales, referrals and retention of account relationships. Provides leadership, training and supervision; delegates day to day operations to the lobby service personnel and/or other branch personnel. Responsible for attaining established Bank and branch goals through active participation in sales management and being the documentation and IRA expert for the branch.

### **Principal Duties and Responsibilities**

1. Manages employees, organizes and directs activities, maximizes branch profitability, provides high level of quality customer service, and has overall daily operational responsibility for the performance of a full-service branch.
2. Recruits, selects, trains, motivates, and develops assigned staff; completes and conducts performance appraisals; acts as final authority for issue resolution at branch level.
3. Oversees organization of branch sales, operations and service processes and procedures to maximize customer service, staff productivity, and operational efficiencies.
4. Calls on prospective and existing customers to develop professional relationships; solicits new business.
5. Monitor and oversee all lobby service procedures and transactions (overrides, audits, balancing, bait money; approve checks, review large items, ensure banking center operations specialist/vault limits are within policy, etc.)
6. Resolve escalated customer complaints/issues promptly and effectively.
7. Act as the Branch Security Coordinator responsible for overall branch security and adherence to policy and procedures.
8. Responsible for Business Online Services. Ensuring proper completion of necessary documentation and providing documentation to the corresponding department.

9. Create and maintain schedules for lobby service personnel, including opening and closing officer schedules. Ensuring timekeeping system is current with updated schedules. Ensuring schedules are communicated to lobby service personal and officers in a timely manner.
10. Maintain working knowledge of all of the Bank's products, services, and service charges.
11. Conducts regular staff meetings to effectively communicate compliance with all Bank policy and procedures. Will communicate any updates to lobby service personnel, as necessary.
12. Performs other related duties as necessary or as assigned
13. Complies with federal and state regulations and all established bank policies and procedures.

### **Other Responsibilities**

- Support and promote the Bank vision, mission and core values, organizational structure and policies and procedures.
- Must have excellent analysis, observation and decision-making skills.
- Highly focused, able to rapidly determine key priorities, clearly communicate the priorities and ensure resources are properly aligned.
- Individual should be able to work under high pressure situations and a stressful atmosphere and should remain composed.
- Provides a strong, compassionate and visible leadership, which fosters positive attitudes and trust among employees, customers, and prospects.
- Must be able to speak, read, write and understand the primary language(s) used in the workplace.

### **Education and Experience**

- Bachelor's degree in Business or related field preferred.
- Three (3), or more, years of related experience in banking with at least two (2) years of previous supervisory experience in a branch setting.
- Excellent verbal, written, and interpersonal communication skills.
- Excellent PC skills, including Microsoft Office products and custom bank
- Excellent analytical skills and attention to details.
- Excellent time management, organizational and problem-solving skills.