



Belmont Savings Bank

Branch Manager – Job Description

The **Branch Manager** is responsible for the overall leadership, performance, and daily operations of the bank branch. This role combines sales leadership, customer relationship management, staff supervision, compliance oversight, and community involvement.

Position Summary

The Branch Manager oversees the daily operations of the bank branch, ensuring exceptional customer service, regulatory compliance, staff development, and achievement of branch sales and financial goals. This position serves as the primary leader of the branch and represents the bank within the local community.

Key Responsibilities

Leadership & Staff Management

- Supervise, coach, train, and evaluate branch employees.
- Manage employee scheduling, performance reviews, and professional development.
- Foster a positive, customer-focused work environment.
- Recruit and onboard new team members as needed.

Sales & Business Development

- Drive branch performance through new account acquisition, loan referrals, and overall deposit growth.
- Develop relationships with retail and small-business customers.
- Meet or exceed branch sales and profitability goals.
- Conduct community outreach and business development activities.

Customer Service

- Ensure delivery of outstanding customer service.

- Resolve escalated customer complaints and complex account issues.
- Promote bank products and services based on customer needs.

Operations & Compliance

- Oversee branch opening, closing, cash management, and operational controls.
- Ensure compliance with banking regulations, policies, and security procedures.
- Monitor branch audits, balancing, and risk management activities.
- Prepare and submit branch performance reports.

Community Engagement

- Represent the bank at local events, organizations, and networking functions.
- Build relationships that enhance the bank's visibility and reputation.
- Support community development initiatives and local business partnerships.

Qualifications

- High school diploma required. Bachelor's degree in business or finance preferred.
- Proven team management experience with a minimum of 2 years of prior banking experience.
- Strong knowledge of retail banking products, lending practices, and branch operations.
- Excellent leadership, communication, sales, and customer-service skills.
- Ability to manage multiple priorities while maintaining compliance standards.

Key Skills

- Leadership and team development
- Sales and business development
- Customer relationship management
- Banking regulations and compliance
- Financial analysis and reporting
- Problem-solving and decision-making
- Community networking and outreach