

Job Title:	Branch Customer Service Manager
Reports To:	Retail Sales and Service Manager
FLSA Status:	Non-Exempt
Department:	Branch Operations
Category:	Non-Officer
Supervisory Responsibilities:	2-6 direct reports

Summary: The Customer Service Manager is responsible for the administration and efficient daily operation of the branch, including operations, product sales, customer service, and security and safety in accordance with the Bank's objectives. The Customer Service Manager is responsible for driving sales and revenue growth through their individual efforts and branch team. Develops new deposits and provides a superior level of customer service and promotes the service culture through coaching, guidance and staff motivation.

NOTE: The Customer Service Manager has no lending authority.

Who We Are:

At BAC Community Bank, we are united by our aspiration to strengthen the financial health of our communities by connecting people to extraordinary financial services. We live this purpose every day through our **Bank Creed**—

- ✓ Do it right the first time:
- ✓ Understand my customers' needs
- ✓ Work as a team player
- ✓ Enjoy my job
- ✓ Make each day a learning experience
- ✓ Accept and participate in change

As a relationship-driven community bank, we believe extraordinary service comes from extraordinary people. We value professionalism, collaboration, curiosity, and treating people the way they want to be treated. When you join BAC, you join a team committed to excellence, integrity, and making a meaningful difference in the lives of our customers and communities.

Employee Expectations:

Employees at BAC Community Bank contribute to a culture of excellence, integrity, and personal accountability. Regardless of role, every team member is expected to:

Deliver Extraordinary Service

- Proactively understand the needs of internal and external customers.
- Provide service that is knowledgeable, timely, courteous, respectful, and responsive.
- Treat people the way they want to be treated.

Demonstrate Professionalism

- Behave in a professional manner in all circumstances.
- Maintain compliance with all applicable laws, regulations, and bank policies.
- Represent BAC with integrity and respect.

Work with Precision and Efficiency

- Perform work with the attention to detail necessary to minimize errors.
- Embrace technology and workflows to ensure accuracy, speed, and efficiency.
- Identify opportunities to improve processes and inform your supervisor.

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Collaborate and Contribute

- Partner with team members within and across departments.
- Support an atmosphere that maintains high morale and mutual respect.
- Connect your work to the organization's broader mission and community impact.

Learn, Grow, and Adapt

- Remain open to personal and professional development every day.
- Accept and participate in change with a positive, solution-focused mindset.
- Take on additional responsibilities as needed ("other duties as assigned").

Essential Duties and Responsibilities:

- Supervise the day to day operational functions of the branch including: vault, drawer and ATM balancing; overseeing teller and customer service duties; and assisting with customer transactions as needed.
- Meet quality work standards.
- Ensures regulatory compliance as applicable.
- Approve customer and bank transactions within authority limits.
- Perform pre-audits to identify & mitigate operational risk and to ensure ongoing adherence with compliance procedures.
- Be knowledgeable about all deposit, business, and consumer products and services. Explain, promote and sell a range of bank products and services.
- Ensure that all security procedures are strictly followed, branch is operationally sound, and satisfactory audits are achieved.
- Collaborate with the hiring, training and retention of staff.
- Supervise, coach and develop staff regarding service expectations, policies, procedures, products, systems and banking transactions.
- Conduct monthly one-on-one meetings with all branch staff employees.
- Facilitate regular employee meetings to discuss goals, disseminate company information, discuss operational issues, etc.
- Maintain staff schedules to provide adequate coverage at all times.
- Responsible for growing customer base; consumer and business relationships through internal and external marketing programs.
- Participate in branch projects, Lunch and Learns and committees as assigned.
- Update and assist in reviewing Branch Policy and Procedures and recommend changes upon review.
- Certified Notary Commission as requested.
- Medallion Certification as requested.
- Maintain good public relations with customers and the community.
- Managing difficult situations with customers and providing them with a resolution, information or additional options. Ensure that quick and proper response to all reasonable customer requests.
- Maintains the highest level of confidentiality with all information obtained
- Perform as a team member in allocating and coordinating the work flow.
- Contribute to the fulfillment of department and company objectives and goals.
- Comply with all department and company policies, procedures and regulations.
- Be well organized and pay close attention to details.

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- Meet expectations for attendance and punctuality.
- Other duties as assigned.
- Participate in Marketing Campaigns as requested (including photos).

Competencies:

Level 2 (See Competency Document)

Qualifications: To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements as documented are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:** 2-year degree in applicable discipline and 5 years applicable experience or equivalent combination of education and experience.
- **Communication and Math Ability:** Ability to develop knowledge of all aspects of branch operations. Ability to work weekends and/or extended hours as required to run the business. Excellent skills in transaction accuracy, operational knowledge, teamwork and customer service.
- **Computer Skills:** Strong computer skills must have knowledge of Word, Excel, and Outlook with specific skills in ITI.

Physical Demands:

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

- While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, and to talk and to hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, walk, climb, balance, and drive.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision and ability to adjust to focus requirements.