



Position Title:	Assistant Branch Manager
Date:	March 10, 2025
Department:	Retail Banking
Location:	Oklahoma City
Supervises:	Retail Branch Staff
Reports To:	Branch Manager
FLSA Status:	Non-Exempt
Pay Range:	

**Summary of position:**

The Assistant Branch Manager supports the Branch Manager in overseeing day-to-day operations of the branch, including demonstrating active leadership to branch employees and exceptional customer service. This position will supervise, train and assist Business Banking Associates with daily transactions and any responsibilities that are handled within branch operations area. The Assistant Branch Manager will be responsible for implementing existing policies, procedures and systems involving teller operations and customer service functions.

Key job functions: *(Includes current duties, primary objectives, and responsibilities which are critical to the successful performance of the position)*

- Provides prompt, efficient and accurate service in response to requests, inquiries, or problems concerning teller services provided by the bank.
- Conducts new employee training for the teller operation component at the branch.
- Ensures policies and procedures are being followed and takes action when needed to correct.
- Manages all required teller drawer and vault audits for the branch as required.
- Handles the necessary steps when outages for teller drawers occur including researching the outages, counting teller drawers, etc.
- Ensures the outlined daily schedule for teller line employees is followed including but not limited to arrival, lunch and departure times for employees.
- Oversee specific teller line tasks for their office, such as completion of opening and closing duties, supply stocking, daily mail duties, etc.
- Updates all applicable logs for their specific branch.
- Processes hold mail for their specific branch.
- Receives checks and cash for deposit to checking and savings accounts, verifies deposit amounts, examines checks for endorsement and negotiability, and enters transactions into bank records via an online teller terminal.

- Cashes checks and pays money from checking and savings accounts upon verification of signatures and client account balances. Inspects all checks, bonds, money orders, savings withdrawals, and so forth to determine their negotiability.
- Maintains adequate cash and coin supply in the drawer, while also staying within maximum limits. Keeps currency and coin in a neat and orderly arrangement. Balances drawer and coin vault daily.
- Prepares change orders for clients, receives payments for loans and distributes to proper channels, and sells money orders, cashier's checks, and Visa gift cards.
- Comply with all relevant regulatory requirements. (i.e. BSA large currency transaction reports, cashier's check logs, Reg CC holds on checks).
- Follows bank policies and procedures.
- Perform other relevant duties as assigned.

Qualifications:

- The ability to deal with conflict in a positive and productive manner.
- Create a welcoming and energetic working environment.
- Excellent organizational skills.
- Excellent client service skills, including interpersonal and communication skills.
- Extensive knowledge and familiarity of the services and products offered by the bank.
- Ability to count and handle money accurately.
- Proficient computer skills.
- Friendly, outgoing, assertive, enthusiastic personality.
- Professional appearance and actions.
- Proven track record in leading teams and fostering a collaborative environment
- Demonstrated ability to lead

Education and Experience:

- Bachelor's degree in business administration, Management, or related field, preferred.
- 3 years' banking experience in retail banking required.
- Supervisory experience preferred.
- Advanced Knowledge of bank compliance regulations, policies and procedures.

Physical Demands: These physical demands are generally representative of the position.

- Hearing, speech, close vision
- Sitting, including computer use
- Driving with own transportation to other branches for meetings/workshops
- On occasions, may be required to lift and/or move up to 25 pounds
- Job responsibilities may include standing, walking, lifting, kneeling, and crouching

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