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**Bank of Monroe County is the smaller bank that delivers bigger service.**

Help us bring a new business to Monroe County!

We are growing and looking for team members who value family, community and clients. We offer growth opportunities for our employees through training, mentorship and advancement.

**Enjoy your community... Work where you live**

**Bank of Monroe County... Bank of your future**

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## Assistant Bank Manager (Full-time Position)

### **SUMMARY OF JOB RESPONSIBILITIES - Professional Office Environment**

Responsible for providing a high quality of customer service while performing a wide variety of services such as opening new deposit accounts, teller transactions, assisting customers with questions, changes, or concerns regarding new or existing accounts. Cross-sells various Bank products. Assists with the responsibility of overseeing and managing the day-to-day operation of the Bank and with supervising, scheduling, coaching, and mentoring the duties of the Universal Bankers and Teller Team Members.

### **ESSENTIAL FUNCTIONS AND JOB RESPONSIBILITIES**

1. Represents the Bank to customers in a courteous and professional manner. Provides prompt, efficient and accurate service in processing requests and transactions.
2. Ensures operating policies, procedures, objectives and goals for each area of responsibility, support Bank-wide policies and objectives, and meet regulatory compliance.
3. Opens a variety of business and consumer accounts after determining the customer's needs. Explains various account and ownership options, providing the counseling necessary to meet the stated needs and obtaining the required information. Familiar with all products and services offered by the Bank.
4. May contact current and potential Bank customers to promote new business by mail, phone or in person to meet specific goals as outlined to expand Bank services.
5. Responsible for opening and closing the bank facility and assisting with overseeing and managing the day-to-day operation of the Bank.
6. Handles all aspects of Electronic Banking products, such as Internet Banking, Cash Management, Sweeps, and Analysis Accounts, screens clients for ATM and Debit cards.

7. May perform teller functions, such as processing deposits, withdrawals, loan payments, stop payments, ATM functions, balancing selling bank official items, and processing account holds within established bank procedures.
8. Completes a variety of reports related to banking transactions.
9. Resolves a variety of customer complaints and inquiries; maintains contact with customer through telephone or written communication, as required.
10. Assists with public relations and community involvement to ensure team member support and attendance for all events.
11. Assist in assessing training needs and implementation of training/coaching programs through various resources to further support staff development.
12. Backup for Bank Manager, if applicable.
13. May perform related duties as assigned or as the situation dictates.

### **Skills/Equipment**

1. A high level of customer service, interpersonal and leadership skills to communicate effectively throughout the Bank and to represent the Bank positively to external and internal customers.
2. A thorough knowledge of all Bank services.
3. Ability to operate an information terminal and other standard office equipment, including knowledge of Microsoft Word and Excel.

### **Experience/ Training/Preparation Required**

1. Comply with all requirements, policies, and procedures of the Bank Secrecy Act (BSA) and attend all mandatory BSA training as needed for this position. Additionally, required to complete all required compliance and regulatory training, not limited to BSA.
2. Experience in a cross-sell environment.
3. Minimum of two years or more banking experience, plus training in customer service skills preferred.

Bank of Monroe County is an equal opportunity employer committed to creating a diverse workforce. We consider all qualified applicants without regard to race, religion, color, sex, national origin, age, sexual orientation, gender identity, disability or veteran status, among other factors.