



JOB TITLE: Branch Operations Manager
DEPARTMENT/BRANCH: Deposit Operations
IMMEDIATE SUPERVISOR: Senior Manager of Deposit Operations
FLSA STATUS: Exempt
LAST REVISION DATE: 05/10/2021

JOB SUMMARY

The Branch Operations Manager will provide support to assist all branch related activities including but not limited to Wire Transfers, Branch Security, Fraud, and JHA Silverlake Systems as it relates to operational aspects for the branches. This individual assists in the daily operations of the branches. The Branch Operations Manager will consistently demonstrate South Atlantic Bank's Culture. This person will assist in the interpretation of policy and procedures for branch operations and suggest necessary changes to ensure efficiency.

QUALIFICATIONS

- Bachelor's degree or equivalent combination of training and experience
- 3 to 5 years recent supervisory experience in operations or branch in a Community Banking environment
- Experience and proficiency with Jack Henry SilverLake Systems
- Proficient with Microsoft Office products; Word, Excel, Outlook
- Aptitude for learning Bank systems
- Exemplary listening & customer service skills
- Excellent verbal and written communication skills
- Strong analytical and problem-solving skills
- Organized and detail-oriented
- Exceptional interpersonal skills
- Ability to interact successfully with all levels of Bank personnel in a professional manner and work collaboratively in a group environment, utilizing influencing skills, when appropriate
- High ethical standards with emphasis on maintaining confidentiality of work-related information
- Passion for inspiring and training others

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Assists in the overseeing branch operations for the South Atlantic Bank branch network
- Ensures all employee receive Security Training quarterly.

- Assists the branches with any security concerns.
- Reviews Monthly Branch Compliance packages for accuracy and adherence to bank policy
- Assists with continuous updates to Branch Operations Manuals and ensure notification is provided to branch network in a timely manner
- Supports all branch-related G/L account reconciling items and branch operations-related charge-off/recovery.
- Assists with recovery efforts for charge-off/operations branch losses including legal proceedings as needed
- Handles Check Fraud claims and communication to the branches concerning fraud.
- Supports all deposit customer relations including legal/risk issues, overdrafts, escheatment, etc.
- Assists in the establishment of branch-related policies and procedures
- Assists in the Disaster Recovery/Business Continuity planning and execution for Branch Operations and related functions
- Supports the ongoing planning/improvement of branch operations processes
- Assists in the training and development of staff in regard to bank policies, procedures, and operational integrity as well as all banking regulations
- Ensures that efficient and proper internal policies, procedures, and controls are continuously maintained for all work performed and develop new procedures when needed
- Assists in the investigative and resolution of complex issues and requests from SAB's internal/external customers, which may involve in-depth research and a comprehensive knowledge of all products and deposit regulations and laws
- Effectively communicates with other managers as well as employees when appropriate
- Resolves customer concerns with tact and diplomacy to ensure customer satisfaction
- Constantly exercises confidentiality with customer information
- Ensures compliance with state and federal laws, regulations and Bank policies and procedures Identify problems and areas for improvement
- Handles problems as they arise in an efficient and timely manner
- Cultivates a team environment
- Supervises couriers
- Takes personal responsibility and ownership to learn and continually improve in all aspects of this position

AAP/EEO STATEMENT

This statement of policy reaffirms South Atlantic Bank's policy of equal employment opportunity in employment, compensation, training, transfers, promotions and all other aspect of employment regardless of race, color, religion, national origin, age, sex, veteran status, physical or mental handicap/disability and to state that we do carry out this policy at South Atlantic Bank. This policy also applies to all company-sponsored activities such as educational programs, tuition aid and social and recreational activities.