

<https://assocbank.taleo.net/careersection/prof/jobdetail.ftl?job=1811568&lang=en>

Job Description

Bank Manager - Gurnee-1811568



Description

Equal Opportunity Employer

Associated Bank is an equal opportunity employer committed to creating a diverse workforce. We support a work environment where colleagues are respected and given the opportunity to perform to their fullest potential. 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. Applicants with a disability who need assistance applying for a position with Associated Bank are asked to email: colleaguecare@AssociatedBank.com or call: (800) 878-3282.

JOB SUMMARY

Direct and participate in bank sales and service activities to meet or exceed established goals including improving the financial performance of the branch. Develop new consumer and small business relationships by prospecting new households and businesses while growing existing customer relationships. Work closely with internal departments to offer a variety of products and services to customers and prospects. Recruit, hire and develop staff through ongoing coaching sessions, to ensure that all are personally committed to consistently exceeding customer expectations every time, everywhere. Plan, direct and control bank operations, ensuring that established policies, procedures and compliance requirements are consistently followed. Provide awareness and demonstration of all customer channels including digital channel capabilities. Advocates to colleagues and clients to influence digital adoption. Delegate responsibilities to staff as needed to meet branch objectives.

Maintains control and supervision of excellent customer service delivery within the branch to achieve established customer service targets.

This position requires a credit check per 12 CFR Chapter X, Part 1026, Truth in Lending, Regulation Z.

COMPLIANCE STATEMENT

Responsible for selling Associated Bank products to existing customers and prospects. Responsible for expanding and deepening customer relationships by identifying and matching customer needs throughout Trust, Business Banking, Private Banking and Retail Departments.

As a valued colleague of Associated Bank you play a critical role in delivering an exceptional customer experience during every interaction. Expectations for this position require the ongoing focus on building solid and long lasting relationships by engaging all customers in a positive manner. Colleagues should provide customers a positive experience that includes undivided attention, straightforward and knowledgeable service and insure that the customer's best interests are our number one priority. Consistency around customer experience guidelines is key and expected from all of our colleagues. Our goal is to simplify the customer experience and deliver outstanding service to every customer, every time.

Operates in full compliance with internal policies and procedures as well as applicable regulations and laws, including but not limited to Bank Secrecy Act/Anti-Money Laundering and S.A.F.E. Act requirements. Must submit required information to meet registry requirements, obtain a unique identifier, and maintain the registration requirements as directed by the S.A.F.E Act.

Responsible to report any procedure or process that doesn't meet regulatory requirements including fraud, whether suspected or confirmed, to management. This reporting can be done directly to any

member of management, including Human Resources or Corporate Security, or can be reported through Associated's anonymous Ethics Hotline.

KEY RESULT AREAS

Sales

Branch Financial and Sales Management Performance

Training/Coaching

Customer Service

Actively pursues business relationship and household acquisition growth

Actively engages internal business partners to consistently bring the entirety of the bank to the customer.

Advocates for Diversity and Inclusion principles, visibly supports community initiatives and involved in local business associations and chambers of commerce.

Operational/Procedural Activities

Regulation and Compliance

Leadership

Community Involvement

JOB ACCOUNTABILITIES

Prospects new relationships while retaining and deepening existing relationships by working their branch specific Book of Business. Initiate new business opportunities for the bank through the development of new prospects, centers of influence and excellent service of existing client relationships. Identify referral opportunities and make referrals to key partners. Lead by example and coach branch colleagues.

In conjunction with your Manager, establish P&L and sales targets along with service level expectations and operation goals that are clear and measurable. Establish action plans to meet or exceed goals.

Visible leader of the branch responsible for daily operation and supervision of colleagues to ensure key objectives are met. Ensures the branch is appropriately staffed and scheduled every day to meet customer service expectations as well as sales and operational objectives.

Provides timely coaching on performance issues, regulatory and compliance issues and ensures complete adherence to all company policies and procedures. Prepares and administers performance documentation and makes recommendations on employment decisions and compensations

Recruits, hires, trains and develops branch colleagues. Fosters a team environment by selecting and hiring quality team members who are collaborative, results driven and possess strong sales and service aptitude. Manages new hire onboarding process and ensures all colleagues are highly engaged and are being developed.

Actively participates in community organizations and activities in a manner which reflects favorably on Associated Bank. Encourages colleagues to participate in community activities to enhance company diversity and inclusion.

Inspect and insure bank policy adherence by maintaining appropriate controls to assure full compliance with applicable laws and regulations, thereby fulfilling legal responsibilities and enhancing the quality of our organization. Complies with lending authority and consistently adheres to credit policy and procedures. Responsible for the understanding, knowledge and management of all required training and compliance issues (i.e. CIP, BSA).

OTHER DUTIES AND RESPONSIBILITIES

In-store Manager - Actively participates in promoting the bank within aisles. Promotes, sells and offers product and services to customers shopping in the supermarket, while being a reference source for questions which may arise. Coaches staff in the aisles to promote the supermarket banking philosophy and to help staff assimilate to aisle conversations. In addition, maintains frequent contact with supermarket managers to coordinate in-aisle selling and other activities.

Hub Manager - May supervise multiple locations through Hub and Spoke strategy, while being tasked with the overall advancement of both locations. Responsible for establishing clear expectations and an accountability culture, while empowering the spoke leadership to execute specific action plans for Sales and Profit/ Loss success.

Qualifications

EDUCATION

Associate's Degree or equivalent combination of education and experience Business or related field
Required

Bachelor's Degree or equivalent combination of education and experience Business or related field
Preferred

EXPERIENCE

3-5 years Demonstrated leadership and/or supervisory Required

3-5 years Progressive responsibility within a financial organization to gain the necessary experience and background to manage a branch and deal effectively with colleague and customer relations matters.
Required

2-4 years Sales Experience Required

SKILLS

Customer Relations Advanced

Management Experience Advanced

Mathematical and Financial Intermediate

Use and demonstration of digital technology Intermediate

Operate Office Equipment Intermediate

Organizational Intermediate

Verbal Communication Advanced

Written Communication Advanced

Microsoft Office Intermediate

Analytical Intermediate

GENERAL PHYSICAL CONDITION

Light physical effort; routine handling of heavy objects up to 20 pounds or prolonged standing, keyboard, or CRT work (at least 50% of time)

Job

: Community Banking

Schedule

: Full-time

Shift

: Day Job

Primary Location

: Illinois-Gurnee

Work Locations

:

Gurnee 1313 Delany

1313 Delany Rd

Gurnee 60031