

JOB DESCRIPTION

JOB TITLE: RB1870-Supervisor

JOB GRADE: 5

DEPARTMENT: Branch Location (In-Store/Traditional/Military Retail Banking)

REPORTS TO: RB1810-Banking Center Manager I

Summary:

Plans, directs and organizes daily operational activities of a banking center, primarily at Exchange locations. The Exchange is a 7-day-a-week working environment with Supervisors managing different shifts during the day at different times during the week. Ensures that bank operations procedures are followed and supervises a staff of employees ensuring customer needs are met. Conducts all related business transactions for customers along with cross-selling products and services to meet targeted sales objectives. Promotes and markets products throughout the Exchange to increase account relationships.

Principal Accountabilities:

Ensures branch operations policies are followed and customer service needs are met
Supervises, plans and directs staff promoting product sales and service
Coordinates and assigns work, ensuring adequate coverage on assigned shift
Opens or closes branch daily
Approves transactions and assists in customer disputes
In Exchange locations, ensures Exchange management needs are met
Responsible for vault balancing and reconciliation
Demonstrates effective communications skills, both verbal and written

Minimum Qualifications:

One-year prior supervisory experience
One-year prior banking experience
One-year cash handling experience

Knowledge of bank operations and compliance
Ability to track results, complete required reports with computer proficiency
Must be able to assist customers with financial matters
Ability to supervise 4-5 employees
Must possess problem-solving skills and decision-making skills
Working knowledge of bank products and services
Strong attention to detail
Strong interpersonal skills
Effective time management, organization and delegation skills
Ability to work well with teams
Knowledge of general office equipment

Physical Requirements:

The work environment is typical of a standard office setting. The position is sedentary, exerting 0 – 10 lbs. of force occasionally and/or a negligible amount of force frequently. It involves sitting most of the time but may also involve walking or standing for brief periods of time. Reaching may be required involving extending arms in any direction. Office equipment, such as a computer and telephone will be used requiring the use of hands and fingers to manipulate a keyboard or keypad. Visual ability to read a computer screen or written documents is necessary. Speaking ability to express or exchange ideas; impart oral information to customers or to the public; or convey detailed or important spoken instructions by means of the spoken word is required. Hearing is necessary to receive detailed information through oral communication.

Applications accepted online at www.afbank.com