



## BRANCH SUPERVISOR

**SUMMARY:** Supervises daily operations functions in a Branch environment. Oversees employees involved in teller, new account, wire transfer and remittance activities. Models and ensures the delivery of excellent customer service. Assigns workflow, approves timecards, and coaches direct reports. Monitors cash, remittance and deposit transactions for suspicious activity; remains abreast of operational policies and procedures and trains staff; ensures regulatory compliance and adherence to bank policies and procedures. Develops and coaches staff, completes performance reviews and approves timecards. Responsibilities include:

- Supervises staff in daily branch activities, reviews and approves transactions, ensures compliance with bank policies and procedures. Schedules staff to ensure adequate coverage.
- Ensures courteous, efficient service for customers; assists customers and resolves moderate to complex inquiries.
- Ensures required documentation is obtained for all transactions; reviews, verifies and approves transactions.
- Follows safety protocols in the opening and closing of the Branch.

### QUALIFICATIONS:

Associate degree or equivalent; two or more years of experience as a Branch Supervisor or two to three years as a Branch Utility or Assistant Supervisor or related experience and/or training; or equivalent combination of education and experience. Knowledge in Federal Banking Regulations relating to customer deposit accounts.

### TO APPLY:

If you would like to apply, please submit your resume via email at [careers@sbical.com](mailto:careers@sbical.com) or Fax: 213.489.4560.