



## Branch Administrator

**SUMMARY:** Oversees the administration and efficient daily operations segment of Central Operations and Branch Operations. This includes support of call center, customer service, digital banking services, branch operations, security, and safety in accordance with the Bank's objectives. Assists with coaching, mentoring, counseling, performance evaluations and staffing. Ensures that the operations areas managed are adequately staffed and that all personnel are trained. Makes recommendations on how to improve internal controls and efficiencies and enhance both central and branch processes. Plans and schedules activities within areas of responsibility and coordinates them with other operations areas as required. Works closely with Compliance to ensure that all deposit regulations and laws are adhered to. Responsibilities include:

1. Supervises one or more subordinates in the Operations Department. Is responsible for the overall direction, coordination, and evaluation of subordinates. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Develops, enhances, and implements standardized operational policies, procedures, forms and new programs in the Bank's branches and central operations.
2. Ensures that operations activities are handled accurately, timely and efficiently. Maintains VP (Operations) informed of any operational issues. Exercises independent judgment and discretion in the review, analysis, and decision making on matters pertaining to operational transactions, physical security, and customer disputes.
3. Provides consultative and consistent guidance to central operations on corrective action measures to be taken for differences, losses, attendance, punctuality, cash count discrepancies, etc. for non-exempt employees. Assists with documentation and training of operational corrective actions. Reports any losses or potential losses to the VP Ops and Chief Operating Officer timely.
4. Provides overall operational guidance to central operations on digital services, online account opening, cash controls, customer deposit accounts, Regulation CC, and Regulation E. Answers internal and external customer inquiries.
5. Reviews the branch operations with Assistant Manager, Branch Support and makes decisions on various accounts and procedures including recommendations for improvement of process or employee counselling.
6. Develops and enhances knowledge of various bank systems (Core, Online/Mobile, Remittance, Online Account Opening, etc.) utilized by the Bank. Experience with one of the following core systems is preferred: FIS, Fiserv, or Jack Henry. Knowledge of FIS core is a plus.
7. Provides oversight and ensures that operations staff and Branches are adequately trained in and can explain the features/benefits of the bank's products and services to efficiently provide customer service and assists with any inquiries on Bank policies and procedures.
8. Assists with investigation and resolution of out-of-balance conditions and operational issues; works with branches to resolve discrepancies; ensures appropriate disciplinary action is applied when necessary. Provides ongoing problem management support bank wide.

**QUALIFICATIONS:**

Associates Degree in Business or equivalent; 7+ years of experience in retail or commercial bank operations management or retail/commercial bank branch operations support position, or equivalent combination of education and experience. Proficiency with Microsoft Excel, Microsoft Outlook, Microsoft Word, and Windows is required. Knowledge of core system; SWIFT; Wire Transfer; ACH; business new accounts. Experience with one of the following core systems is preferred: FIS, Fiserv, or Jack Henry. Knowledge of FIS core is a plus. Proof of vaccination required.

**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.