

Job title	<i>Client Services Manager</i>
Reports to	<i>Market Executive</i>

Job purpose

The Client Services Manager is responsible for managing staff, fostering a positive environment, and ensuring customer satisfaction and proper branch operations. The Client Services Manager should have a hands-on approach and be committed to the expansion and success of the Bank by implementing strategies that increase productivity and meet branch goals.

Duties and responsibilities

- Direct all operational aspects including distribution operations, customer service, human resources, administration and sales
- Assess local market conditions and identify current and prospective sales opportunities
- Develop forecasts, financial objectives and business plans
- Meet goals and metrics
- Manage budget and allocate funds appropriately
- Bring out the best of branch's personnel by providing training, coaching, development and motivation
- Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities
- Share knowledge with other branches and headquarters on effective practices, competitive intelligence, business opportunities and needs
- Address customer and employee satisfaction issues promptly
- Adhere to high ethical standards, and comply with all regulations/applicable laws
- Network to improve the presence and reputation of the branch and company
- Stay abreast of competing markets and provide reports on market movement and penetration
- Responsible for the operation and management of the transaction line including a teller drawer.
- Ability to perform the job duties of direct reports if necessary.
- Ability to open accounts, make loan decisions, gather financial information from clients, conduct business calls,
- Work with commercial relationship manager to open personal deposit and loan accounts for business owners and related individuals.

Qualifications

- Proven branch management experience, as a bank manager or similar role
- Sufficient knowledge of modern management techniques and best practices
- Ability to meet sales targets and production goals
- Familiarity with industry's rules and regulations
- Excellent organizational skills
- Results driven and customer focused
- Leadership and human resources management skills
- BS in Business Administration or related field preferred
- Preferred qualifications is a working knowledge of all banking systems.

Working conditions

This is a full-time position. Days and hours of work are Monday through Friday, 8am to 5pm, with Saturdays as required each month, from 8am to 12pm (noon). Hours vary by branch and market.

This job operates in a clerical office setting, and routinely uses standard office equipment such as computers, using the Microsoft suite of products, scanners, phones, photocopiers, filing cabinets, and fax machines.

Physical requirements

This position requires manual dexterity, the ability to lift files, coin boxes and open filing cabinets. This position requires bending, stooping or standing as necessary.

Direct reports

Personal bankers and tellers.

Approved by:	
Date approved:	
Reviewed:	<i>April 10, 2017</i>

