



Assistant Branch Manager

Full Time

Nashua, NH

POSITION SUMMARY

The Assistant Branch Manager is responsible for supporting the overall management of a Retail Banking Office under the guidance of the Branch Manager, including customer service, deposit relationship growth, operations/compliance management, team management, and business development. The Assistant Branch Manager will serve as a role model for all team members and lead by example. Qualified applicants should have prior banking and supervisory experience and may be considered for various locations within our branch network.

ABOUT LOWELL FIVE

With nearly \$1.7 billion in assets, over 200 employees, and 15 banking center locations throughout the Merrimack Valley and Southern New Hampshire, Lowell Five is honored to play a vital role in the economic vitality of the region. We provide support of, and our employees are engaged in, a myriad of leadership roles for numerous community boards and organizations. We are proud of the longevity of our employees and we are committed to finding new talent for our team. We offer career development and educational programs to support personal and professional growth along with a benefit package that supports each employee's best life. For more information, please visit www.lowellfive.com.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Bank Operations & Customer Experience

- Manages vault, orders money and monitors cash flow to ensure proper levels are met; verifies currency deliveries and shipments and processes night deposit when needed
- Oversees ATM to ensure adequate cash and supplies; troubleshoots when needed
- Processes mortgage applications and maintains licensure under specific NMLS guidelines
- Processes and underwrites consumer loan applications, approves and declines those that fall within restrictive lending limits
- Ensures customers receive exceptional service by determining needs, making appropriate recommendations, and resolving any problems or complaints in a timely manner
- Completes periodic reports for management including Synergy, compliance, auditing, etc.
- Completes and/or assists with branch scheduling and time card management, and assigns work as necessary
- Adheres to security procedures by ensuring proper function of cameras, setting alarms, opening and locking the vault, storing cash and checks properly and responding to alarm calls
- Oversees the maintenance of their branch office in the absence of the Branch Manager, including security cameras, alarms and vaults, outside grounds and building, and office equipment, including contact for regular preventative maintenance and emergency repairs
- Assumes responsibility for branch during temporary absences of Branch Manager



- Performs as Head Teller, Customer Service Representative, Retail Banking Associate, and other duties as needed to ensure operational requirements are met

Business Development

- Supports Branch Manager in the growth of their branch within the marketplace
- Utilizes and promotes the branch team's usage of CRM (Salesforce.com)
- Recognizes the opportunity to refer customers to both internal and external partners
- Supports Branch Manager in promoting the Bank in community activities and professional organizations

Professional Development

- Creates and fosters an inclusive team environment
- Provides recognition to individuals and teams in support of the Bank's strategic goals
- Trains and coaches staff to expand product knowledge as well as in the sales and service effort to effectively advise on product/service solutions
- Makes routine employment decisions, reviewing performance and making salary recommendations
- Resolves routine personnel problems

REQUIREMENTS

- Minimum of three years of banking experience preferred
- Supervisory or management experience preferred
- High School diploma or equivalent; Associates Degree preferred
- Basic business acumen and professionalism is a must
- Thorough knowledge of Bank products and services as well as Bank policies and procedures
- Experience and comfort level using office equipment and program applications including: CRM, core software, loan origination systems, Microsoft Office, scanner, cash recycler and discriminator, etc.
- Willingness to support Bank growth by offering solutions to a variety of needs while deepening relationships and providing a quality customer experience
- Strong organizational and analytical skills
- Customer focus with the ability to build and maintain relationships
- Capable of working independently and solving problems
- Detail-oriented with ability to communicate professionally, both in writing and verbally
- Ability to multi-task, prioritize, and adapt to a changing environment
- Must be able to work both opening and closing hours as the branch schedule requires; flexibility in work schedule
- Ability to occasionally lift office products and supplies weighing up to approximately 25 pounds

Please note this job description is not designed to cover a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change over time.

Equal Opportunity Employer / Protected Veterans / Individuals with Disabilities