

PEOPLES BANK & TRUST CO

Job Title: Head Personal Banker / Branch Manager

Date: July 2026

Department: Personal Banking & Branch Operations

Reports To: Operations Support Manager / Personal Banker Manager

Status: Exempt

To apply for this position, please complete a PBT application @ www.pbtc.net

Position Summary

The Head Personal Banker / Branch Manager is responsible for leading branch operations and supervising staff to ensure exceptional customer service, operational efficiency, and compliance with bank policies. This role combines leadership, coaching, and hands-on banking expertise to drive branch performance and foster a positive team culture.

Key Responsibilities

Leadership & Team Development

- Provide daily guidance and oversight to Personal Bankers and New Account staff
- Deliver coaching, feedback, and performance evaluations to promote growth and accountability
- Foster a positive culture of excellence through recognition, support, and clear expectations
- Identify employee strengths and provide structured opportunities for professional development
- Address performance or conduct issues constructively and professionally
- Lead staff in achieving branch goals and service standards, share information in morning huddles and weekly meetings

Operations & Customer Experience

- Oversee scheduling and job assignments for branch personnel
- Train and support Personal Bankers and New Account staff
- Monitor customer service delivery and workflow efficiency
- Investigate and resolve cash overages/shortages

- Verify drawer and vault totals against daily reports
- Manage cash shipments and vault balancing
- Maintain inventory of branch supplies
- Compile and submit required reports, including annual reviews
- Supervise operational areas to ensure smooth branch functioning
- Handle escalated customer complaints with professionalism
- Ensure compliance with banking laws, regulations, and internal policies
- Maintain branch security and physical property standards
- Represent the bank in community and industry related events.
- Perform additional duties as assigned by management

Skills & Experience

- Minimum 2 years as Assistant Head Personal Banker or equivalent leadership experience with strong performance
- At least 3 years of teller experience
- Deep understanding of banking procedures, policies, and regulatory requirements (including BSA)
- Strong leadership, communication, and conflict resolution skills
- Proven ability to manage customer concerns with professionalism and empathy
- Proficient in Microsoft Windows and general computer applications
- Capable of managing multiple priorities independently in a fast-paced environment

Physical Requirements

- Ability to stand for extended periods
- Capable of lifting heavy coin bags or currency bundles
- Manual dexterity required for handling cash and equipment

Peoples Bank & Trust Co. is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, pregnancy, genetic information, disability, status as a protected veteran, or any other protected category under applicable federal, state, and local laws.