

**PEOPLES BANK AND TRUST COMPANY**  
**JOB DESCRIPTION**

**JOB TITLE:** Assistant Branch Manager  
**DATE:** March 29, 2019  
**DEPARTMENT:** Operations  
**REPORTS TO:** Branch Manager  
**STATUS:** Exempt

**SKILLS REQUIRED**

- Have a solid understanding of the working principles of banks and financial institutions and a sound knowledge of PBT's established policies and procedures, especially BSA
- Must be able to operate a computer, calculator, and various other office equipment
- Have excellent communication skills and customer service skills
- Have excellent leadership/management skills to motivate staff, but also address discipline issues
- Requires ability to handle multiple projects and priorities in a fast-paced environment
- Must be able to work independently with little or no supervision

**JOB SUMMARY** Assistant Branch Managers are responsible for assisting in the daily operations of a branch banking office. The Assistant Branch Manager resolves customer disputes, solicits new deposit customers and assists in insuring that the staffing level is sufficient to meet customer demands. Assistant Branch Managers assist in resolving employee discipline issues and foster morale to promote long term staff stability. The Assistant Branch Manager may delegate authority to staff members to meet retail needs, but the Branch Manager is ultimately responsible for all branch functions. Assistant Branch Managers should also assist employees in developing their knowledge and skills to be able to accept additional responsibilities.

**PRIMARY DUTIES and RESPONSIBILITIES**

- Assist in providing leadership, direction, and guidance to employees in achieving PBT goals and objectives
- Assist in monitoring employee daily job performance and scheduling – maintain excellent customer service
- Assist in ensuring that all branch equipment is being properly serviced and functioning properly
- Assist with insuring that the physical appearance and safety of the Branch reflects positively upon the bank. Maintain periodic checks on property and equipment, including cleaning/repairs as needed.
- Assist with ensuring observance of established security procedures.
- Assist in training employees on the importance of all banking regulations
- Assist with insuring that employees are completing mandatory annual training
- Assist in the interview process of potential employees and complete annual performance evaluations
- Represent the Bank at outside civic and community functions.
- Keep senior management advised of any adverse situations/issues
- Promptly check and reply to emails and other business correspondence
- Performs other tasks/duties as requested by Supervisor as they relate to the Bank and its functions.

**EDUCATION REQUIREMENTS** Requires a high school education or equivalent work experience that demonstrates the ability to read, write, interpret and apply instructions to perform the required activities. Should have strong mathematical aptitude and the ability to use a calculator and computer.

**PHYSICAL REQUIREMENTS** Must be able to stand for long periods of time. Be able to lift heavy coin bags or bundles of currency. Manual dexterity required.

**PEOPLES BANK AND TRUST COMPANY**  
**JOB DESCRIPTION**

**JOB TITLE:** Universal Banker Manager  
**DATE:** March 2019  
**DEPARTMENT:** Operations  
**REPORTS TO:** Vice President Operations  
**STATUS:** Exempt

**SKILLS REQUIRED**

- Preferably two years related experience as a Universal Banker with above-average
- Requires a sound knowledge of Bank's established procedures, methods, and policies especially BSA
- Excellent communication skills, customer service skills and leadership/management skills.
- Required to address discipline issues.
- Able to address and satisfy difficult customer complaints.
- Must be able to operate a computer, calculator, and various other office equipment.
- Requires ability to handle multiple projects and priorities in a fast-paced environment.
- Must be able to work independently with little or no supervision.

**JOB SUMMARY**

Effectively supervises branch Universal staff. Requires ability to handle all duties as a Universal Banker as well as additional duties described below. Requires a sound knowledge of Bank's established procedures, methods, and policies.

**PRIMARY DUTIES:**

- Monitor performance of Universal Banker personnel to ensure that all established Bank policies and procedures are being followed; administering discipline when required.
- Schedule teller work hours and assign specific job duties.
- Provide leadership, direction, and guidance to employees in achieving PBT goals and objectives.
- Train personnel
- Monitor work flow of personnel to ensure that customers are being handled in a timely manner.
- Investigate and resolve overages/shortages.
- Monitor cash holdings of the branch and balancing
- Maintains inventory of supplies required by personnel for the branch.
- Compile reports required by management, including completion of annual performance reviews
- Investigate and handle customer complaints received
- Participates in local community affairs and support local activities.
- Maintains checks on physical property and equipment, schedule service as needed.
- Ensures observance of established security procedures.
- Performs other tasks/duties as requested by Supervisor as they relate to the Bank and its functions.

**EDUCATION REQUIREMENTS:** Requires a high school education or equivalent work experience that demonstrates the ability to read, write, interpret and apply instructions to perform the required activities. Should have strong mathematical aptitude and the ability to use a calculator and computer.

**PHYSICAL REQUIREMENTS:** Must be able to stand for long periods of time. Be able to lift heavy coin bags or bundles of currency. Manual dexterity required.