

PEOPLES BANK AND TRUST COMPANY
JOB DESCRIPTION

JOB TITLE: Branch Manager
DATE: March 25, 2019
DEPARTMENT: Operations
REPORTS TO: Vice President Operations
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

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

PRIMARY DUTIES and RESPONSIBILITIES

- Provide leadership, direction, and guidance to employees in achieving PBT goals and objectives
- Monitor employee daily job performance and scheduling – maintain excellent customer service
- Ensure that all branch equipment is being properly serviced and functioning properly
- Insure 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.
- Ensures observance of established security procedures.
- Train employees on the importance of all banking regulations
- Insure that employees are completing mandatory annual training
- Interview 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: Head Teller
DATE: August 2019
DEPARTMENT: Operations
REPORTS TO: Vice President Operations
STATUS: Exempt

SKILLS REQUIRED

- Preferably two years related experience as an Assistant Head Teller with above-average performance as well as three years teller experience
- Requires a sound knowledge of banking laws and the 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 including Microsoft Windows.
- 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 Teller staff and New Account staff. Requires ability to handle all duties as a Teller/Assistant Head Teller as well as additional duties described below. Requires a sound knowledge of Bank's established procedures, methods, and policies.

PRIMARY DUTIES:

- Monitor performance of Tellers and New Accounts personnel to ensure that all established Bank policies and procedures are being followed; administering discipline when required.
- Schedule Teller and New Accounts work hours and assign specific job duties.
- Provide leadership, direction, and guidance to employees in achieving PBT goals and objectives.
- Train/assist in training of Tellers and New Account staff.
- 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
- Investigate and handle customer complaints received
- 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.