



LETTS CONSULT EXECUTIVE RECRUITMENT SEARCH ANNOUNCEMENT

LETTS CONSULT

BRANCH MANAGER(S) - RETAIL BANK

LETTS CONSULT is currently working with a Virginia community bank growing in Virginia and North Carolina. This Bank is led by a dynamic and visionary leadership team and these opportunities are a great opportunity for experienced retail team members who are energetic, excellent in sales and service and looking to be part of a culture committed to excellence and community.

Opportunities: Retail Bank Branch Manager opportunities are available in the following locations: Fredericksburg (VA), Stafford (VA), Louisburg (NC) and Wilson (NC).

Role Summary: The Branch Manager develops, expands, and maintains business relationships with customers while providing oversight and accountability for branch associates, ensuring financial performance, customer satisfaction and adherence to branch policies and procedures. Strong leadership skills are required to produce high-performing teams.

Essential Job Functions:

- Lead, manage and develop a branch team of direct reports with high complexity and risk in retail banking branch
- Drive branch revenue in a market with potential for high core deposit and loan balance growth, through consumer and small business relationship development and new customer strategies: Drive the branch growth through face to face appointments with customers, outbound calling and participating on external business development calls with other partners
- Lead and participate in market, civic, government, professional, business, community affairs, associations and groups to prospect and develop new business through community involvement to build the bank's brand
- Demonstrate and provide oversight to assure effective and consistent application of retail operating model defined behaviors, skills and tools
- Actively participate in executing the branch's strategic plan to grow core deposits and loans, fee income
- Oversee branch associate action planning, set expectations and assess performance

- Maintain a high level of employee morale to minimize turnover and maximize customer service satisfaction
- Ensure deposit and loan growth to obtain the the bank's growth objectives by promoting the bank's products and services
- Oversee the quality of consumer and business product sales and service
- Effectively identify and submit quality referrals to branch associates, internal partners and vendor partners
- Oversee the quality of customer service and relationship management actions and decisions
- Consistently deliver exceptional customer experiences
- Assure safety and wellness standards are in place and practiced consistently
- Responsible for branch operations effectiveness
- Oversee adherence to the bank and regulatory policies and procedures
- Assure systems and facilities are maintained
- Effectively respond to issues, errors and complaints
- Demonstrate and oversee the effective and consistent application of performance and talent management processes

Job Requirements:

- High school diploma or equivalent required, some college a plus
- Prior management experience at a financial institution is preferred
- Successful customer service and sales leadership experience
- Successful account/relationship management experience
- Successful operations experience a plus
- Successful business development experience

Knowledge/Skills Required:

- Excellent relationship and portfolio management skills
 - Effectively manages staffing and scheduling to meet business objectives
 - Strong communication and presentation skills
 - Ability to effectively manage competing priorities
 - Proven leadership skills in staffing, managing and developing associates
 - Proficient in Word, Excel and PowerPoint
 - Strong computer skills
 - Advanced math and accounting skills
 - Extensive knowledge of banking industry products and services
 - Extensive knowledge of banking industry regulations
 - Proven negotiation skills
 - Ability to develop and execute strategic plans
- INTERESTED APPLICANTS SHOULD SEND RESUME AND COVER LETTER TO gletts@letts-consult.com