



LETTS CONSULT EXECUTIVE RECRUITMENT SEARCH ANNOUNCEMENT

LETTS CONSULT

RETAIL BANKING - AREA MANAGER

LETTS CONSULT is conducting a search for a Retail Banking - Area Manager for the Eastern North Carolina Market.

Location: This position will manage 7 branches located in Roxboro, Henderson, Louisburg, Wilson, Fayetteville, Siler City and Sanford and a Leader of one Community Banking Officer.

Role Summary: The Retail Area Manager is responsible for the achievement of sales, service, operational risk management and financial performance objectives and goals in an area market. This position encourages and facilitates continuous improvement, providing coaching and feedback and overseeing talent and performance management plans, and consistently demonstrates leadership competency and models desired skills and behaviors that produce high performing leaders and teams.

Essential Job Functions:

- Provide leadership, management support, direction and guidance to a team of leaders
- Facilitate and oversee the successful execution of corporate and retail strategic initiatives and programs
- Plan, organize and deliver effective presentations, meetings and training to area associates as necessary
- Manage performance of direct reports, holding all leaders accountable for achieving business priorities with a focus on deposit and loan growth, business development, customer experience and risk management
- Coach and develop team on all aspects of retail banking, including relationship management, prospecting & business development, profitability, customer experience and risk management
- Recognize and reward behaviors, attitudes and results which contribute to the banks success
- Provide expertise and guidance to team in developing customized solutions and help them identify solutions to complex challenges
- Respond effectively to escalated customer questions, suggestions, concerns and complaints

- Build collaborative relationships with partners across lines of business to model effective partnership and facilitate business development
- Set expectations, inspect and monitor and hold direct reports accountable for operational effectiveness
- Oversee adherence to all bank and regulatory policies and procedures
- Assure systems and facilities are maintained
- Actively recruit, select, hire, develop and retain top quality talent by creating an inclusive and respectful team environment
- Effectively monitor staffing and scheduling to meet business objectives and maintain staffing twargers
- Demonstrate and oversee the effective and consistent application of performance and talent management processes
- Consistently demonstrate adaptability
- Demonstrate and provide oversight to assure the effective and consistent application of retail operating model defined behaviors, skills and tools
- Oversee the quality of consumer and business product sales and servicing; deposit, loan, digital and referral products.

Job Requirements:

- High school diploma or equivalent required, some college or Bachelor’s degree a plus
- Prior supervisory experience at a financial institution is preferred
- Successful customer service and/or sales experience
- Successful account/relationship management experience
- Successful operations experience a plus

Knowledge/Skills Required:

- Excellent relationship and portfolio management skills
- Strong time and task management skills
- Strong communication and presentation skills
- Ability to perform effectively in a fast-paced environment
- Ability to balance needs of customers with associated risks with the interest of the bank
- Ability to build collaborative relationships across the organization and influence others
- Advanced math and accounting skills a plus
- Competency in banking products and services
- Ability to develop and execute strategic plans
- Ability to lead proactively through change

INTERESTED APPLICANTS SHOULD SEND RESUME AND COVER LETTER TO gletts@letts-consult.com