

Assistant Branch Manager

Braintree, MA

Envision Bank believes in people helping people – it was our belief when we first opened our doors in 1851 as Randolph Savings Bank, and it holds true today. For over 150 years, we have been providing individuals, families, homeowners, and businesses in our community a wide variety of products that are convenient and hassle-free.

We're employee owned, and customer experience driven. We care, and we need people who care as much as we do. We are part of the communities in which we live. Relationships matter. We strive to make things simple and get things done. If this sounds like you, please read on . . .

Position Summary:

The Assistant Branch Manager (ABM) is primarily responsible for driving account and deposit growth in the branch as the central relationship builder. The ABM will assist the Branch Manager in providing a superior customer experience as well as leadership and motivation to the branch team toward overall performance against established Bank goals using the established sales process with Haberfeld High Performance Growth (HPG) program. The ABM will lead by example and coach colleagues in effective sales techniques, relationship building in order to drive branch growth and sales goal achievement. Performs all tasks in compliance with established Bank policies and procedures, with Federal and State laws and with all Fair Lending regulations.

Primary Responsibilities:

1. Sales and Sales Coaching

- The ABM will focus on acquiring, expanding and retaining customer relationships by using the bank's established HPG sales process. This will include both working with customers in the bank lobby as well as going outbound (in person and via telephone) to help develop new consumer and business relationships.
- The ABM will enthusiastically assist the Branch Manager (BM) in overseeing all aspects of the HPG program from goal tracking, in branch merchandising, and all other program requirements.
- Will be able to conduct effective sales conversations that result in appropriate account recommendations, cross sell activity, and closed business.
- Identifies customer needs and recommends appropriate bank products and services. Accurately and efficiently completes account documentation and obtains proper

authorizations. Serves as service/sales consultant for customers and answers questions within scope of expertise.

- Coaches and develops team members in effective sales processes. Role models effective sales behaviors helps establish performance plans to enhance overall relationship sales effectiveness and holds team members accountable for measurable results. Supervises, directs and coordinates branch personnel to provide optimal customer service alongside the Branch Manager

2. Operations

- Adheres to Bank policies and procedures and performs functions in compliance with all rules and regulations. Opens and closes branch in accordance with policy and security procedures.
- Acts as branch supervisor in absence of Branch Manager.
- Ensures that all customer complaints and problems are handled in an efficient and timely manner. Responds to all telephone inquiries in a prompt and timely manner.
- Acts as a resource to staff in processing transactions, handling customer situations, balancing cash, and following security rules. Troubleshoots problems and provides sound resolutions
- Performs other branch duties that may include teller audits, branch balancing, cash control, problem-solving for ATM at branch, open teller window, hires and evaluates employees.
- Adheres to requirements of the SAFE ACT and Mortgage Loan Originator Rule as outlined in the RSB SAFE ACT and Mortgage Loan Originator Rule policy. In addition, each LO will receive annual training on SAFE ACT and Mortgage Loan Originator Rule. The LO is required to follow specific procedures that outline when the MLO NMLS# should be provided, and on which documents the MLO NMLS# should be displayed, such as business cards, emails, correspondence, etc.
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3. Community Involvement:

- Actively participates in community activities and organizations in order to promote the Bank's brand and CRA achievements.

Other Responsibilities:

The above is a description of the ordinary duties of the position. It should be expected that from time to time other duties [both related and unrelated to the above] may be assigned and are therefore required.

Position Requirements:

- Requires a Bachelors' degree or equivalent and a minimum of three (3) years' retail branch management experience.
- Must possess strong passion to win and high level of integrity
- Positive attitude and strong coaching skills
- Must be able to lead by example, earn loyalty and continuously motivate a team of colleagues
- Must be flexible in putting in the time needed to meet business needs, be a good listener and communicator and always be willing to learn something new

Physical Demands/Conditions: General office environment, with perhaps some local travel. Some lifting (up to 50 lbs) and bending required. Ability to hear and communicate with others.

Equipment Used: General office equipment, including but not limited to, computer, fax machine, calculator, multi-line phone, copier, and data projector.

Supervisory Scope: Branch personnel

Envision Bank offers a comprehensive benefit package including 401(k) Safe Harbor and Matching contributions and Employee Stock Ownership Plan (ESOP) participation.

At Envision Bank **PRIDE** is the foundation of who we are and what we strive to be. If you possess a **P**assion to win, are **R**elationship-driven, thrive in an environment of **I**nnovation and continuous learning, believe in **D**oing the right thing, and are interested in **E**ngaging with a collaborative team, then we want to get to know YOU better!

Apply today at <https://envisionbank.applicantstack.com/x/apply/a2clvbsh4qkx>

Envision Bank takes pride in being an Equal Employment Opportunity employer and seeks to create and maintain a vibrant diverse workforce. Equal Opportunity Employer –

minorities/females/veterans /individuals with disabilities/sexual orientation/gender identity are strongly encouraged to apply.