

Branch Operations Manager – Jackson Office

As a Branch Operations Manager you would play an essential role overseeing the teller operations of the branch. The Branch Operations Manager will manage the Tellers in their daily expectations and activities. This will include but not be limited to ensuring smooth and orderly teller operations and effectively coaching staff to meet sales goals. It is a great opportunity to expand your knowledge of the Bank's daily operations. This position requires a thorough understanding of policies, procedures and regulations pertaining to the teller operations, great customer service skills, and ability to work in a fast-paced environment and prioritized multiple demands with a professional demeanor. You must have prior experience leading/mentoring a team.

Job Responsibilities

- Responsible for the daily operation of the teller line including but not limited to maintaining proper vault/ATM balancing and inventory, monitoring and balancing monetary instruments, overdraft decisioning, branch totals and perform audits as required, etc.
- Daily management of the Tellers' tasks and operations including scheduling staff, managing PTO requests, and resolving employee issues, keeping the manager informed as needed.
- Lead by example in all aspects including customer interactions, punctuality and accuracy.
- Achieve individual sales goals set by management and coach branch staff towards achievement of their goals.
- Provide superior customer service, resolving complex customer situations recognizing when to escalate to the Branch Manager for appropriate next steps.
- Interview, selectively hire and assist in career development of Tellers.
- Ensure Tellers are consistently following all bank policies and procedures.
- Provide timely feedback on Tellers' performance.
- Stay informed of all relevant regulations and ensures staff compliance
- Oversee and ensure optimal branch operations, efficiencies and staff levels.
- Process all types of transactions, for loans, savings, DDA, etc.
- Act as back up to basic new account opening as needed.
- Participate in community activities that help support Westbury Bank's community involvement
- Perform other duties as assigned.

Employee Benefits

Westbury Bank offers a comprehensive and high-quality of benefits to support you throughout your career. Our offerings include:

- Medical, Dental, & Vision Insurance
- Paid Time Off
- 10 Paid Holidays
- 401(k) with competitive company match
- Company Paid Life & Disability Insurance

Job Location

Jackson

Position Type

Full Time, includes some Saturdays

To be considered for this exciting opportunity, click [here](#) to complete an online application.

Email resumes to Human Resources: careers@westburybankwi.com

Westbury Bank is An Equal Opportunity Employer/Minority/Female/Disabled/Veteran