

## Branch Manager II

ESSA Bank & Trust has an immediate opening for an enthusiastic, goal-oriented, experienced Bank Branch Manager in Stroudsburg, PA. As a Branch Manager you are responsible for leading the branch team to ensure outstanding customer service experience for our customers and bank colleagues. As a leader of the branch, you will be coaching, motivating, and developing your branch staff to achieve their business objectives. Community involvement and developing Centers of Influence is an integral part of the job to develop relationships to produce and build upon branch growth and goals. Leadership skills are an essential quality for the Branch Manager role.

A minimum of six years' experience as a Bank Branch Manager is required.

ESSA: Helping communities grow since 1916.

### **Basic Qualifications**

Education/Training: Bachelor's degree in business preferred; specialized business education and training.

Skills: Proficient reading, writing, grammar, and mathematics skills; strong interpersonal relations, communicative, and sales skills; demonstrated management and supervisory skills sufficient to manage a branch office which has a high level of activity and total sustained deposit size of more than 50MM; a thorough knowledge of the features and benefits of all Bank products and services; a thorough knowledge of Bank operating policies and procedures; visual and auditory skills; moderate PC skills; valid driver's license.

Experience: A minimum of six (6) years' experience in bank branch management or related sales management positions normally required; in addition to the preferred experience requirements, promotion from a Branch Manager I to a Branch Manager II is contingent upon other factors including skills, experience, performance, staff size, and sustained branch asset size.

### **General Responsibilities**

Responsible for managing the Branch Office in order to meet the financial services needs of customers in the assigned community market area; implementing strategies to achieve goals developed for the office as part of the Region's retail bank annual operating plan; ensuring the office's compliance with operating policies and procedures and outside regulatory requirements; organizing the work, activities, and human resources of the office; directly supervising assigned personnel; communicating with appropriate management and staff personnel; providing periodic reports; following the established ESSA Customer Service Policy.

## Essential Duties

1. Manages the Branch Office to meet the financial services needs of customers in the assigned community market area as follows:
  - a. Works with management in establishing growth, sales, and profit objectives for the office; provides input to these objectives and to the manner in which performance will be measured and controlled. Actively works to achieve such goals as set by management.
  - b. In consultation with the sales staff, establishes specific sales and customer service goals for each sales representative.
  - c. Conducts regularly scheduled (at least weekly) sales and customer service meetings.
  - d. Serves as an active member of the office customer service team and is held accountable for sales performance.
  - e. Makes "outside" sales and customer service calls on present and prospective customers within the office's market area.
  - f. Actively participates in the community in a manner that reflects favorably on the Bank.
  - g. Ensures that the branch office is properly staffed and that the staff is trained to meet customer service needs as well as sales objectives.
  - h. Makes certain that all customer service personnel are adequately trained both with respect to product knowledge and selling techniques.
  - i. Ensures that all sales and customer service reporting information is provided on a timely basis.
  - j. Makes certain that all office operations are performed in accordance with established Bank policies and procedures, either directly or through appropriate supervisor, e.g., office balancing, control of vault cash, etc.
  - k. Provides for the proper security, maintenance, and cleanliness of the office; supervises the opening and closing of the building and vault; makes necessary provisions for the securing and accounting of negotiable papers.
  - l. Enters and approves Foreign and Domestic Wires.
  - m. Completes all required compliance and mandatory training on an annual basis.
2. Implements strategies to achieve goals assigned to the office as established in the Region's retail bank annual operating plan; assists in the development of the annual budget for the office and adheres to budget parameters.
3. Directly supervises assigned personnel as follows:
  - a. Assists in the selection of new personnel as appropriate.
  - b. Makes provisions for the proper orientation and training of new personnel.
  - c. Reviews employee performance throughout the probationary period and on a regularly scheduled basis thereafter.

- d. Organizes, schedules, and distributes work among assigned personnel.
  - e. Keeps personnel informed of pertinent policies and procedures affecting the office and/or their jobs; creates an atmosphere in which upward communication from employees is encouraged.
  - f. Administers personnel policies and procedures as established by Bank policy.
4. Abides by the current laws and organizational policies and procedures designed and implemented to promote an environment which is free of harassment and other forms of illegal discriminatory behavior in the workplace.
5. Cooperates with, participates in, and supports the adherence to all internal policies, procedures, and practices in support of risk management and overall safety and soundness and the Bank's compliance with all regulatory requirements, e.g., Community Reinvestment Act (CRA), Equal Credit Opportunity Act, etc.; ensures that the office and all personnel adhere to the same.
6. Organizes the work and activities of the Branch Office to achieve established goals; monitors the efficiency and performance of the office versus established standards.
7. Communicates with the Regional Branch Administrator, Regional President other office managers, and appropriate staff personnel to integrate goals and activities.
8. Provides periodic reports to the Regional Branch Administrator, Regional President and other groups as required throughout the Bank.
9. Follows the established ESSA Customer Service Policy.

**Equal Opportunity Employer—minorities/females/veterans/individuals with disabilities/sexual orientation/gender identity**

About ESSA Bank & Trust:

ESSA Bank and Trust is a publicly traded organization and has continued to provide financial services for over 100 years. The Bank operates 21 community offices throughout the Greater Pocono, Lehigh Valley, Scranton/Wilkes-Barre, and western Philadelphia markets, in Pennsylvania. On March 31, 2022, ESSA Bancorp had consolidated assets of \$1.9 billion, loans of \$1.34 billion, consolidated deposits of \$1.62 billion and consolidated stockholders' equity of \$212.7 million.