



## JOB DESCRIPTION

**POSTION TITLE:** Branch Manager

**REPORTS TO:** VP/Senior Retail Branch Administrator and  
VP of Deposit Operations

**LOCATION:** Zanesville North Office

**STATUS:** Non-Exempt/ Full Time

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This position, as well as all NVB positions, is responsible for carrying out the Bank's mission statement:

*“We will build better communities by helping our neighborhoods and small businesses grow and prosper through the delivery of quality financial services.”*

### **Essential Duties and Responsibilities:**

- Must be knowledgeable of all bank products
- Ability to open any deposit account product offered by North Valley Bank
- Working knowledge of all deposit and lending regulations
- Ability to take loan applications and process the customers request according to the North Valley Bank loan policy
- Ability to process retail and commercial loans, and mortgage loans. Solicits business for new lending activity by making sales calls.
- Represents North Valley Bank to the community through good customer relations
- Supervise, schedules, assigns duties, coaches and mentors the Branch personnel.
- Works with Human Resource Manager to schedule and/or conduct any necessary training for the Branch personnel.
- Provide timely review for present and potential performance of Branch personnel.
- Handles any issues that arise at the branch and serve as a point of contact for customers and fellow employees who wish to provide feedback, both positive and negative

- Work actively to promote a positive work environment
- Maintains the privacy of customer information and the security of all records
- Adheres to organizational policies and procedures
- Understand and adheres to the responsibilities associated with BSA and AML in relation to job performed
- Conduct work relationships/interactions professionally with customers, supervisors, coworkers and others:
  - Maintain high levels of confidentiality
  - Conduct conversations in a professional manner
  - Dress in accordance with bank policy
  - Successfully attend and complete all mandatory and elective training
- Maintain extensive contact with customers, the public and the community, conducting relationships that will enhance the overall marketing effort of the bank.
- Participate in community organizations and community projects
- Assumes any and all other responsibilities assigned

**STAFF GUIDELINES:**

All team members will commit and adhere to the bank’s **CORE VALUES** while performing the essential duties and job responsibilities of the position:

- Accountability
- Community
- Communication
- Teamwork
- Integrity
- Knowledge

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**

- ❖ High school diploma or equivalent and minimum two year advanced educations (Associates degree)
- ❖ 2 years Mortgage Lending experience
- ❖ 3-7 Years banking experience or training
- ❖ Preferred -Series 6 Investment License
- ❖ Management experience required (others having reported directly to you)

**Other Skills:**

- ❖ Ability to work independently and in a team environment, with limited supervision, and be a self-starter
- ❖ Must possess excellent organizational skills
- ❖ Ability to react to stressful situations with professionalism while remaining calm
- ❖ Must be tolerant of all personality types of clients, customers, employees, vendors and others
- ❖ Must have strong coaching and mentoring skills
- ❖ Must have strong customer service skills

**Physical Demands:**

- ❖ Must be able to sit, stand, and walk; reach with hands and arms; use hands; talk and hear; lift or move up to 25 pounds; may occasionally need to stoop or kneel.

The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

This job description has been read and approved by:

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Employee Signature                      Supervisor Signature                      Date