Midstates Bank

Convenience Banking Manager

**Location:** Neola/Minden **Job Status:** Full-time

**FLSA Status:** Exempt **Reports To:** VP/Branch Mgr Neola/Minden

**Amount of Travel Required:** Minimal between locations

**Positions Supervised:** CSR Team

**Work Schedule:** M thru F 8AM to 5PM, Friday evening and Saturday rotation.

Hours as required to perform this function.

**Job Purpose:**

The primary role of the Convenience Banking Manager is to develop, maintain and lead a team for Midstates Bank, focused on quality and proactive service to our clients. This position is directly responsible for the support and service functions at the bank branch, while upholding Midstates’ Mission Statement, Core Values and Service Standards. The Convenience Banking Manager will be responsible for day-to-day support activities at the location along with achieving the organizations strategic goals. The Convenience Banking Manager will also work with the COO on operational, efficiency and CSR related goals.

**Essential Functions:**

* Manages the team of CSRs. Responsibilities included coaching, training, and developing team members. Handles scheduling and personnel issues, including performance reviews.
* Processes customer transactions such as cashing checks, taking deposits, processing night deposits, and handling teller mail. Maintains and reconciles teller cash drawer. Selling and/or redeeming savings bonds. Includes handling inquiries and problem solving for customers.
* Manages Performance Plans and Reviews for CSR team.
* Assist Bank Wide efforts for retail cross sales
* Responsible for compliance with deposit regulatory requirements and internal procedures for location managed.
* Become proficient in consumer lending, as needed.
* Monitors CSR performance including, but not limited to, cash differences, proof errors, customer satisfaction, sales and referrals.
* Lead person for business and commercial account opening, including merchant capture deposit and cash management services.
* Leads location onboarding program with CSR’s.
* Opens new checking, savings, IRA’s and time CD accounts.
* Cross-sells various bank products and services.
* Actively participates in Midstates Bank’s calling program to bring new business to the bank.
* Maintains and reconciles teller cash drawer
* Provides telephone support to customers
* Other duties as assigned

**Skills/Qualifications:**

Customer Service, Management Skills, Attention to Detail, General Math Skills, Verbal Communication, Integrity, Selling to Customer Needs, People Skills, Microsoft Windows and Office, Jack Henry CIF 20/20 software.

**Education:**

High school diploma. Advanced education preferred.

**Experience:**

2 years of personnel management. 2 years bank experience; bank deposit/operations experience desired.

Midstates Bank has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

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Employee Date