

CUSB BANK
Retail Office Manager – Osage Branch

About Us

Over 125 years of business growth, innovation and profitability define this Iowa based banking enterprise. Locally owned with the intent to stay independent, we proudly serve Northeast Iowa with a very strong commitment to our customers. We are one of the largest independent banks in Northeast Iowa. Our commitment to customer service, business strategy, and a dynamic board of directors has proven to be the ideal combination for progressive financial success.

Position Summary

Direct the retail operations of the branch location to ensure all bank and regulatory policies and procedures are followed, that all customers receive prompt and courteous service and that products and services offered meet the needs of the bank's customer base by performing the following duties. Responsible to support the bank's strategic objectives by performing duties to the highest of standards set forth by management.

Responsibilities

1. Achievement and follow through of CUSB BANK's sales culture through its checking product ideals, foundations, and program.
2. Achievement and follow through of CUSB Bank's Work Smarter Not Harder (WSNH) initiative in improving CUSB Bank's processes by eliminating non-value added activities; creating a more efficient and effective work environment.
3. Professional representative of the bank to deliver effective communication of employee announcements, work procedures, and staffing issues through their direct reports and the branch locations. Provides the information individuals need to know to do their jobs and to feel good about being a member of the team, unit, and organization.
4. Directly supervising Tellers and Financial Services Representatives in the branch location.
5. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
6. Maintain thorough product knowledge of all retail products. Provide staff training to include product knowledge, sales, referrals, customer service, and policy and procedures.
7. Assist Retail Sales Manager in all aspects of the Sales & Service processes. This includes but is not limited to developing branch sales plans and a sales culture in the branch bank. Sets goals for the staff and ensures accountability for their sales and referral performance. Plans and facilitates sales meetings to discuss sales and referral results, product promotions, etc. Ensure that all sales results are achieved.
8. Responsible for maintaining the budgeting, working with branch Bank vendors and cleaning personnel and upkeep of the bank facilities and grounds.
9. Responsible for representing the branch bank in community activities and organizations.

Requirements

1. Associate's degree (A.A.) or equivalent from two-year college or technical school; or three to four years related banking experience and/or training; or equivalent combination of education and experience.
2. Ability to operate the following equipment: PC and printer, telephone, calculator, copy and fax machines.
3. Working knowledge of Microsoft Office, i.e. Word, Excel, and Outlook.
4. Demonstrate math skills as required to this position which includes adding, subtracting, multiplying, and dividing.
5. Oral and written communication skills as appropriate to this position.
6. Ability to read, write and speak the English language.
7. Ability to write reports, business correspondence, and procedure manuals.
8. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
9. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.

10. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
11. Reasonably regular and predictable attendance.
12. Must possess a valid driver's license.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Benefits

We offer a competitive hourly rate and comprehensive benefits program, including medical, prescription drug, dental, vision, 401k with company match, life insurance, paid time off, and profit sharing.

CUSB Bank is an Equal Opportunity Employer of women, minorities, protected veterans and individuals with disabilities. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.