



## Oxford Bank & Trust

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### Branch Manager

Oxford Bank & Trust is a Community Bank that has been providing quality banking products and services for over 110 years. At Oxford, we are committed to delivering a great banking experience to each and every customer while making each customer's financial life better. To deliver on that promise, we hire the most talented professionals in the financial services industry.

We are looking for a Branch Manager to oversee our two branch locations in Addison, IL. These are busy locations and the successful candidate will be able to effectively lead and inspire the branch staff at each location to deliver a great banking experience to each and every customer. The Branch Manager oversees the branch teller line, lobby, and customer service duties and must be available to assist their retail staff as necessary. As a role model, the Branch Manager will strive to exceed our existing customer's expectations as well as create and cultivate new customer relationships.

If you are an enthusiastic and service-oriented individual interested in personal and professional growth, Oxford Bank may be the place for you.

#### **Skills/Education**

- High school diploma required, Bachelor's degree preferred
- 5 to 7 years recent supervisory experience in a retail banking environment
- Experience managing multiple locations a plus
- High ethical standards with emphasis on maintaining confidentiality of work related information
- Excellent interpersonal & customer service skills, attentiveness, information retention, tact and diplomacy in dealing with both customers and employees
- Strong supervisory and leadership skills required to manage, motivate, and develop branch employees
- This position requires a perceptive person who is capable of relating to individuals at all levels. As unique situations present themselves, the incumbent must be sensitive to Bank needs, customer and employee goodwill, and the public image.
- Proven success in customer service and in the development of strong customer relationships
- Knowledge of all types of banking services and products
- Ability to cultivate a team environment
- Perform well under pressure in a fast paced environment
- Proven ability to rationalize and make sound decisions, including on-the-spot decisions regarding customer transactions; consistently weighing customer satisfaction issues with Bank exposure to loss or fraud
- Detail oriented, strong organizational skills, and high degree of accuracy and integrity
- Self-starter, ability to work independently
- Proficient with Microsoft Office products
- Willingness to learn and adapt to change
- Great communication skills both verbal and written

## **Responsibilities**

- Oversee the day-to-day operations of Oxford Bank's two Addison branch locations
- Together with the Asst. Branch Manager and/or Teller Supervisor at each location, manage: vault, drawer and ATM balancing; overseeing teller and customer service duties
- Approve customer and Bank transactions within authority limits
- Distribute time equally between branch locations, being physically present and actively engaged approximately 50 percent of the time in each assigned branch
- Consistent assessment of the general maintenance of the facility
- Ensure that all security procedures are strictly followed, branch is operationally sound, and satisfactory audits are achieved
- Collaborate in hiring, training and retention of staff
- Lead, coach, and train staff in the development of individual & team success
- Complete & conduct performance evaluations and administer disciplinary actions
- Manage training and development of staff in regard to Bank policies, procedures, and operational integrity as well as all banking regulations
- Ensure that efficient and proper internal policies, procedures and controls are continuously maintained for all work performed, developing new procedures when needed
- Welcome and connect with customers, assisting them as necessary to appropriate personnel to ensure their needs are met
- Cultivate branch environments that are conducive to delivering a great banking experience while ensuring the branches are living Oxford's Core Values
- Investigate and resolve complex issues and requests from Oxford's internal/external customers, which may involve research and comprehensive knowledge of all products, deposit regulations, and laws.
- Effectively communicate with other managers as well as employees
- Maintain good public relations with customers and the community
- Resolve customer concerns with tact and diplomacy to ensure customer satisfaction
- Expand customer base through internal and external marketing programs
- Develop and grow customer relationships
- Maintain the highest level of confidentiality with customer information
- Ensure compliance with state and federal laws, regulations and Bank policies and procedures
- Ensure branch staff complies with all Oxford Bank, legal and regulatory policies
- Identify problems and areas for improvement
- Handle problems as they arise in an efficient and timely manner
- Schedule staff according to department needs

## **Physical Demands and Condition Requirements**

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

While performing the duties of this job this position this individual is regularly required to walk, sit, stand, talk, hear, use their hands and fingers (manual dexterity), use a telephone, and occasionally lift and /or move up to 25 pounds. Specific vision abilities required by this position include, close vision, and the ability to adjust focus.

\*Oxford Bank & Trust will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

**Oxford Bank offers a competitive benefit package for Full Time employees.**

To be considered for this position, candidates must submit a resume and a cover letter, including salary requirements to [hr@oxford-bank.com](mailto:hr@oxford-bank.com) / fax:(630)424-2925. Candidates for hire will undergo Credit and Criminal Background Checks as well as Drug Testing. Applicants must have a good credit history to be considered for this position.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.