

## **Luther Burbank Savings Job Description**

**Job Title:** Branch Manager  
**Department:** Savings  
**FLSA Status:** Exempt

**Job Number:** 625  
**Reports To:** Chief Savings Officer  
**Last Revision:** 07/30/2010

**Summary:** Manages branch of financial institution by performing the following duties personally or through subordinate supervisors.

### **Essential Duties and Responsibilities**

- Ensures that the highest standard of customer service is provided to all customers.
- Talks to customers to resolve account problems.
- Insures that all current policies and procedures are implemented and followed.
- Assesses risk of all financial transactions executed by organization personnel.
- Collects data to analyze the present and future financial status of the organization.
- Contacts customers and business, community, and civic organizations to promote goodwill and generate new business.
- Compiles and reports financial data as required by organization and government regulations.
- Must be able to travel to various locations as needed. Valid driver's license, use of car and the appropriate level of auto insurance required.
- Adheres to all applicable compliance regulations, including BSA, BPA and Right to Financial Privacy. Works in conjunction with senior management to ensure proper knowledge of all relative compliance topics, monitor activities and report issues. Follow directions from management and Chief Compliance Officer for resolution of issues.
- Other duties may be assigned.

### **Supervisory Responsibilities**

Directly supervises in the Savings Department. 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.

### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from all employees.
- Ability to calculate figures and amounts such as discounts, interest, and percentages. Ability to apply concepts of basic algebra.
- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

### **Education and/or Experience**

Bachelor's degree (B. A.) from four-year college or university; or three to five years related experience and/or training; or equivalent combination of education and experience. Requires management experience and retail banking experience. To perform this job successfully, an individual should have knowledge of appropriate software systems.

### **Physical Demands**

While performing the duties of this job, the employee is regularly required to sit, use hands and fingers, talk and hear. The employee is frequently required to walk. The employee is occasionally required to stand, and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

### **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.