

## **Branch Service & Sales Manager – Job Description Summary**

Responsible for managing customer service and sales, operations, and staff of the organization's Branch Customer Services and Teller areas. Provides staff supervision, training, coaching and mentoring to promote a service and sales culture. Manages front office lending operation and approves consumer loans. Responsible for maintaining morale, building team spirit and promoting exceptional staff and customer relations. Coordinates all aspects of sales and service delivery with other areas of organization to facilitate superior and continuing customer sales and service.

The complete job description covers the following topics:

- Essential duties and responsibilities
- Supervisory responsibilities
- Performance standards
- Qualification requirements
- Education and experience
- Language skills
- Mathematical skills
- Reasoning ability
- Other skills and abilities
- Physical demands
- Work environment