

## **Branch Administration Manager - Job Standards**

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

### KNOWLEDGE OF WORK:

Thoroughly understands the overall and individual functions of each branch office, its strength, weaknesses, opportunities and service delivery expectations for predetermined periods of time  
Knows how to develop sound criteria and measure staffing requirements in a branch office  
Is fully conversant with the organizations' strategic business plan, goals and action plans, and the requirements for individual branches to contribute to the plan  
Is a good manager; knows how to gain branch manager acceptance of plans, ideas, and cooperation in meeting specific challenges, changes in work methodology and contributing to a team effort

### QUALITY OF WORK:

Establishes, implements and monitors a branch performance statistical report that measures production capacity, staff scheduling and utilization, departmental productivity, and specific performance of the branch in attracting and retaining customer business  
Visits branches offices periodically to review branch performance, inspect premises, and generally access how the branch is being managed and how customers are being served  
Develops and implements a "Branch Inspection Report" that addresses every facet of branch operations and examines every function, process and procedure against established standards

### QUANTITY OF WORK:

Develops a Business Plan for each branch (Customer development, increase in account relationships, new business development, etc.), implements plan with branch manager and branch staff, encourages performance and works with branch to challenge and encourage goal achievement  
Conducts cost/benefit studies for new branch locations, alternate locations for existing branches, or converting branch offices to electronic delivery centres  
Develops strategic alliances with other retailers (i.e. McDonalds, Wal-Mart) to place ATM's in such locations and increase access for organization customers  
Implements "virtual organization" approaches to 24 hour service delivery conducted from employee (contracted or part time) homes using personal computers and telephone technology

### FOLLOW UP AND CONTROL:

Follows up with Branch Managers in a timely manner to recognize above standard achievements or to alert Branch Managers to below standard results and strategize corrective actions for the next reporting period  
Carefully monitors all management information system reports and printouts to determine variations from expected and determine how to control future occurrences that are at variance with expectations  
Can be counted on to do as promised; is a consistent and predictable performer

### PROFESSIONALISM:

Supports the organization mission statement, goals and business plan  
Sets and maintains a professional image and demeanour  
Takes responsibility for own work ethic, behaviour and attitudes  
Adheres to the organization's dress code and personal grooming statement  
Represents the organization at gatherings and business events