



## Assistant Branch Manager

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### **Eagle Rock Bank is growing, come join our team!**

Eagle Rock Bank is a locally owned and managed community bank with strong values and a commitment to employees who join our bank family. Eagle Rock has proudly served the community since 1996, with locations in Rochester and Stewartville, MN.

**Job Title:** Assistant Branch Manager  
**FLSA Status:** Exempt  
**Schedule:** Full-Time  
**Reports to:** Branch Operations Manager

### **Position Summary**

The Assistant Branch Manager at Eagle Rock Bank plays a critical role in assisting the Branch Operations Manager in overseeing the daily operations of the branch. This role combines leadership, customer service, and operational management to ensure exceptional customer experiences and efficient branch operations. The Assistant Branch Manager is also responsible for fostering a positive team environment, driving performance, and ensuring compliance with all policies and regulations.

This is an exempt position, Monday through Friday, hours will range from 8:00 a.m. to 5:00 p.m. A Saturday rotation from 8:30 a.m. to 12:00p.m. will be required. Consistent and reliable attendance is a required essential function of this role to meet the needs of the department/team and organization.

### **Duties and Responsibilities**

- Customer Service and Relationship Building
  - Provide exceptional customer service by educating customers on Eagle Rock Bank products and services, answering inquiries, and directing them to the appropriate departments.
  - Build and foster strong customer relationships through proactive outreach and follow-up
  - Effectively engage and communicate with customers to identify financial solutions based on their needs and goals.
  - Acquire and maintain deep knowledge of consumer and business products and services.
  - Open new personal and business deposit accounts, including checking, savings, certificates of deposit, and safe deposit boxes.
  - Underwrite, originate and service consumer loans.
  - Provide notary services and assist customers with account issues and escalated situations.
- Leadership and Staff Development
  - Assist in supervising and scheduling Teller staff to ensure adequate coverage and optimal performance.
  - Interview, hire, train, and develop employees to meet role expectations and achieve expertise in partnership with Branch Operations Manager.
  - Coach and mentor employees to ensure they are engaged and providing the best experience for customers.
  - Conduct frequent team meetings and one-on-one dialogs to keep employees informed and focused on customer service and bank goals.
  - Prepare and conduct performance evaluations and support staff development opportunities for direct reports.
  - Serve as backup in the Branch Operations Manager's absence.
- Operational Management
  - Assist in managing daily operational activities, including scheduling to meet customer needs.

- Ensure compliance with all bank policies, procedures, state and federal laws, and regulations.
- Audit teller drawers, vault, coin machine, ATM, and debit cards.
- Provide back-up support for teller teams and other customer-facing positions.
- Scan documents for audit purposes and maintain accurate records.
- Team and Community Engagement
  - Create and foster a sense of team connection and belonging by building positive relationships within the branch
  - Actively engage in community-based and business development activities to promote awareness of Eagle Rock Bank.
- Innovation and Change Management
  - Assist in driving innovation and leverage technology to improve branch operations and customer experience.
  - Lead through change by supporting organizational initiatives, promotions, and projects.
- Provides administrative support, project assistance, research and miscellaneous customer services as requested.
- Perform other duties as assigned.

#### **Skills and Abilities**

- Excellent communications and interpersonal skills
- Effective organizational, multi-tasking and prioritizing skills
- Self-starter, effective time management
- Provide quality service to customers
- Dependability, accuracy, and attention to detail
- Problem solving and troubleshooting
- Ability to work in a team and independent environment
- Proficiency with Microsoft Word, Excel, Outlook, Windows
- Eagerness and willingness to learn a variety of tasks

#### **Education and Preferred Requirements**

- High school graduate, college degree or work experience equivalent
- Banking Experience 5+ years
- Personal Banker experience 5+ years preferred

#### **Working Conditions**

Must be able to stand and/or sit for extended period of time. Occasional heavy lifting required. Job requires employee to bend forward by bending forward at the waist, or by bending the legs and spine. Must be able to express ideas by the spoken word, and requires perception of speech.

#### **Eagle Rock Bank offers a comprehensive benefit package to our full time employees:**

- Medical \* Dental \* Vision
- Paid Time Off
- Paid Federal Holidays
- Life Insurance
- Short Term and Long Term Disability
- Flexible Spending Accounts
- 401k Retirement Savings Plan
- Employee Referral Program
- Educational Assistance
- Employee Birthday Pay
- Employee Wellness Allowance

*Eagle Rock Bank is an Equal Opportunity Employer*

[www.eaglerock.bank](http://www.eaglerock.bank)