



ASSISTANT BRANCH MANAGER

Job Summary: Responsible for managing the operations segment of the Branch including opening and closing activities. Ensures the efficient delivery of courteous and professional customer service. Supports the Branch Manager by ensuring all operational functions are completely and properly performed by the staff; reinforcing and implementing sales and service standards through training, development, motivation and coaching of branch staff; and conveying a feeling of trust, service, security and satisfaction to customer and staff. Assists both internal and external customers with research and problem solution. Partners with the Branch Manager in the generation of deposits and other sales activities. Participates in events aimed at promoting the visibility of the Bank and generating sales. Assists in breaking down quarterly goals to weekly sales goals for staff. Manages and maintains a schedule of branch staff to ensure proper coverage and fosters a motivated diverse team environment. Ensures compliance with Bank policies and procedures and state and federal regulations.

Essential Duties and Responsibilities include the following.

- Oversees the teller function, ATM balancing, night depository processing, Brinks processing and customer service duties.
- Drives sales through service. Builds and promotes branch identity, drives sales and promotes overall ownership and accountability for improving customer service and branch success.
- Functions as dual custody for the cash vault, opening and closing the vault, maintaining control of all cash and negotiable instruments. Verifies cash daily.
- Assists Branch Manager in meeting sales goals by generating deposit accounts and cross selling Bank products.
- Supervises and verifies New Accounts and Teller/Secretary functions.
- Assists personal bankers with opening of new accounts during peak periods.
- Joint signer and verifier for Fed Wires
- Responsible for weekend staff scheduling including vacation, sick leave, etc.
- Responsible for branch Safe Deposit Box operations
- Monitors daily work assignment, system input and adjusts staffing as needed to meet deadlines. Approves all operations entries
- Prepares/monitors reports – daily, monthly, quarterly, and as when requested by Head Office
- Handles customer inquiries and needs such as marketing and selling products, guiding them with SBI products (i.e., NRI related business) and resolving complaints
- Reviews cash and wire transactions for money laundering and suspicious transactions. Reviews new accounts and activities and ensures that high risk accounts are identified and listed.
- Trains employees whenever there is a change/modification in existing product or operating procedure
- Trains and develops new staff on bank products, bank practices, and Finacle system, including new accounts, different types of remittance, and customer information



State Bank of India
(California)

- Assists in gathering records and documentation as needed for both internal audits and regulatory exams
- Will adhere to and comply with all United States Federal and State Regulations including the Bank Secrecy Act, Anti-Money Laundering Act, USA PATRIOT Act, and OFAC laws and their implementing regulations.
- Performs duties to ensure proper identification and information gathering of all parties subject to SBIC's Customer Information Program (CIP) and Customer Due Diligence Programs.
- Maintains proper security controls regarding currency and negotiable instruments. Reviews reports in order to adequately identify and report all cash transactions and monetary purchases as required by the bank's BSA/AML reporting and recordkeeping procedures.
- Detects Suspicious Activity and files required reports to the BSA Officer or designee as found.
- Adheres to and complies with all United States Federal and State Regulations including the Bank Secrecy Act, Anti-Money Laundering Act, USA PATRIOT Act, and OFAC laws and their implementing regulations
- Regular attendance is an essential function of this position.

Supervisory Responsibilities

Supervises bank branch employees. Manages two or more subordinates (non-supervisory) in the Branch. Is responsible for the overall direction, coordination, and evaluation of subordinates. 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.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High School diploma or equivalent; with a minimum of 5 years of operational banking experience and/or training; or equivalent combination of education and experience. Knowledge in Federal Banking Regulations relating to customer deposit accounts. familiarity with IRA services and personal banking products and services. Strong PC skills. Experience with FIS.

Computer Skills

To perform this job successfully, an individual should have knowledge of Microsoft Office such as Excel, Word & PowerPoint.

TO APPLY:

If you would like to apply, please submit your resume via email at careers@sbical.com or Fax: 213.489.4560.