



ASSISTANT CLIENT SERVICES MANAGER

Job Summary: Reports to the Branch Administrator with responsibility 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.

1. Manages all branch operations personnel and their related tasks and responsibilities in accordance with bank policies and procedures.
2. Ensures that all clients are served promptly, courteously, efficiently and professionally always.
3. Trains all employees on assigned duties and responsibilities including whenever there is a change/modification to an existing product, policy, or procedure.
4. Works with the Branch VP to schedule employee work hours, vacation, sick leave, etc.; approves employee timecards.
5. Ensures that all Teller functions are completed accurately and timely including deposits, withdrawals, transfers, cashier's checks, wires, and cash balancing
6. Monitors daily work assignments, system input and adjusts staffing as needed to meet deadlines. Approves all operations entries as required.
7. Balances branch cash and investigates, reports and resolves out-of-balance conditions daily.
8. Performs daily review of Insufficient Funds Report, Overdraft Report, Kiting Report, New Accounts Reports, Closed Accounts Reports, Large Item Reports and all other available reports as per bank policy and detects and reports any suspicious activities to the Operations Administrator.
9. Assists and ensures all other Operations functions including returned items, stop payments, in-mail and courier deposits, cash orders and shipments, Currency Transaction Reports, Suspicious Activity Notifications to the BSA officer and monthly certifications.
10. Ensures that all security and safety procedures are adhered to on a daily basis, including the monthly testing of security systems equipment.
11. Performs dormant and inactive accounts functions and participates in annual escheatment functions.
12. Ensures that all certifications are completed timely and accurately, and that all discrepancies are reported immediately to the Operations Administrator.
13. Functions as dual custody for the cash vault, opening and closing the vault, maintaining control of all cash and negotiable instruments. Verifies cash daily.
14. Drives sales through service. Builds and promotes branch identity; drives sales and promotes overall ownership and accountability for improving customer service and branch success.



State Bank of India
(California)

15. Assists Branch Manager in meeting sales goals by generating deposit accounts and cross selling Bank products.
16. Assists with the opening of new deposit related accounts and products.
17. Accepts and submits applications and documents related to business online banking, remote deposit capture, electronic statements, ACH Origination, positive pay, debit cards, wires, merchant card processing, armored car services and courier services, and other business-related services.
18. Handles customer inquiries and needs such as marketing and selling products, guiding them with Bank products (including NRI related business) and resolving complaints
19. Reviews cash and wire transactions for money laundering and suspicious transactions.
20. Prepares/monitors all daily, monthly, quarterly reports. Responds to Head Office inquiries and prepares adhoc reports as needed.
21. Assists in gathering records and documentation as needed for both internal audits and regulatory exams
22. Projects a friendly, helpful and positive attitude towards clients. Represents the Bank in a courteous and professional manner at all times.
23. Assists other personnel and executive management as requested.
24. Actively participates in meetings and other events.
25. 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.
26. 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.
27. 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.
28. Detects Suspicious Activity and files required reports to the BSA Officer or designee as found.
29. 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 in a supervisory role; or equivalent combination of education and experience.



State Bank of India
(California)

Knowledge in Federal Banking Regulations relating to customer deposit accounts. familiarity with IRA services and personal banking products and services.

Computer Skills

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

Other Skills

Demonstrated ability to learn quickly and willingness to obtain functional knowledge and understanding of company products and services. Organization skills and time management skills. Demonstrated ability to work in a team environment to improve the delivery of service to internal and external customers.

Other Requirements:

A valid Driver's License and proof of insurance must be maintained for the incumbent to drive on behalf of the Bank.

TO APPLY:

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