

<b>Job Title:</b>	Branch Administration Assistant	<b>Position Type:</b>	Full Time
<b>Department:</b>	Branch	<b>Level:</b>	I
<b>Location:</b>	North Street	<b>Date posted:</b>	10/03/2024
<b>Contact:</b>	Human Resources	<b>Posting Expires:</b>	10/11/2024

**Please send your resume via e-mail to Human Resources Department at:  
[resume@bankwithbcb.com](mailto:resume@bankwithbcb.com) by 10/11/2024**

**JOB SUMMARY:**

The position of Branch Administration Specialist is responsible for providing administrative, procedural, and analytical support to the Branch Administration Department; coordinates functions, meetings, training sessions; maintains office and supplies; participates in promotional activities; greets visitors and answers the telephone; receives and distributes mail and correspondence; gathers data and compiles various reports for management; photocopies materials; maintains files; issues correspondence; promotes business for the Bank by maintaining good customer relations; is responsible for the scheduling of department and functions involving the entirety of the branch system.

Assures compliance with all Bank policies and procedures, as well as, all applicable state and federal banking regulations.

**MAJOR DUTIES AND RESPONSIBILITIES:**

1. Composes and proofreads correspondence for supervisor’s signature; sets up and maintains files; maintains calendar for supervisor and training; acts as a receptionist by answering and directing telephone calls; attends meetings and prepares and distributes meeting minutes; and sorts, screens and distributes mail.
2. Participates in coordinating functions, meetings, training sessions and special events geared towards product knowledge , employee relations/training and branch operation; follows-up to ensure timely implementation of scheduled events; prepares agendas, invitations and reception of replies; prepares, copies and distributes materials; arranges location and space; and attends events to resolve problems as they arise.
3. May assist in initial branch training for all New Hire branch level employees conducted at our Training Center. Periodically conducts Employee Performance assessments for promotion considerations.
4. Maintains office supplies; maintains inventory; prepares documentation and orders supplies and forms; conducts follow-up to ensure receipt of items and resolve related problems; refers problems to appropriate individuals; and ensures answers or information is received by inquiring party.
5. Gathers and calculates data and prepares a variety of monthly, quarterly and annual reports for management ensuring reports are accurate, complete and prepared on schedule. This includes, but is not limited to, all reports pertaining to the Branch Network, Branch Administration, and/or Business Development.
6. Composes, prepares and issues correspondence such as internal memorandums and letters to customers or contractors. Performs official notary duties.
7. Provides effective customer service and assists in resolving problems within given authority.
8. Assists Branch Level Management in resolving inquiries and providing managerial support; participates in various internal committees assigned by Branch Administrator.
9. Assists with handling escalated customer complain calls, reconciliation or closing of branches and may assist in providing branch coverage.
10. Partner with IT helpdesk and assist in the troubleshooting of basic core system/procedural technological issues in addition to testing core system updates affecting the branch level network.
11. Maintains knowledge of security and safety policies and strictly adheres to enforcing established procedures for Branch Network.
12. Actively participates in customer account behavior investigations and follows up on significant changes in status of existing customers.
13. Acts as a member of the Branch Administration Department Auditing Team, which includes, but is not limited to, the internal auditing of all branches at least once a year to reduce risk/liability and to address any issues that may arise during an audit.

14. Aids in the handling of, and analyzes all, concerns and requests that may arise as a result of auditing, be they through the Branch Administration Auditing Team or the Bank's internal/external auditing groups. This may include the process of adopting new policies and procedures, new charts/graphs or the adoption of new paperwork/disclosures/slips.
15. Assures audit compliance and procedure quality control and recommends; ensures that the branch is in compliance with established Bank policies, procedures and state and federal regulations.
16. Assists with the addition of new branches and acquired institutions into the branch system. This includes, but is not limited to, all pertinent reports, training and policy paperwork, files, charts, and data.
17. Operates computer terminal or personal computer to input and process data.
18. Maintains the branch system's Employee Manuals, adding, altering and subtracting information as needed. Assists in creating/updating branch operational policies/procedures.
19. Routes incoming and outgoing mail and reports and performs routine clerical duties including, but not limited to, word processing, filing, faxing, and copying.
20. Treats people with respect; keeps commitments; Inspires the trust of others; works ethically and with integrity; upholds organizational values; accepts responsibility for own actions.
21. Demonstrates knowledge of and adherence to EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes working environment free of harassment of any type; builds a diverse workforce and supports affirmative action.
22. Follows policies and procedures; completes administrative tasks correctly and on time; supports the Bank's goals and values; benefits the bank through outside activities.
23. Performs the position safely, without endangering the health or safety to themselves or others, and will be expected to report potentially unsafe conditions. The employee shall comply with occupational safety and health standards and all rules, regulations and orders issued pursuant to the OSHA Act of 1970, which are applicable to one's own actions and conduct.

#### **MINIMUM REQUIREMENTS:**

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- ❖ Associate's degree (AA) or equivalent from a **2 or 4 year** college or technical school; or **3 years** of related experience and/or training in Branch Procedures; or the equivalent combination of education and experience. Work related experience should consist of administrative duties with a financial institution background. Educational experience, through in-house training sessions, formal school or financial industry related curriculum, should be business or financial industry related.
- ❖ Proficient secretarial skills typically resulting from a combination of education in computer operation and several years of experience in administrative or secretarial positions.
- ❖ Basic knowledge of related state and federal banking compliance regulations, and other Bank operational policies.
- ❖ Ability to read, analyze and interpret general business periodicals, professional journals, and technical procedures.
- ❖ Basic knowledge of general office practices and skills in operating telephone switchboard equipment and a pleasant speaking voice.
- ❖ Courteous social skills to welcome visitors in a business environment.
- ❖ Intermediate skills in computer terminal and personal computer operation; mainframe computer system; and word processing, spreadsheet and graphical software programs.
- ❖ Intermediate typing skills to meet production needs of the position.
- ❖ Basic math skills; calculate interest and balance accounts; add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals; locate routine mathematical errors.
- ❖ Effective verbal, written and interpersonal communication skills with the ability to apply common sense to carry out instructions, interpret documents, understand procedures, write reports and correspondence, and speak clearly to customers and employees.
- ❖ Ability to deal with difficult problems involving multiple facets and variables in non-standardized situations.
- ❖ Ability to work with minimal supervision while performing duties. Effective organizational and time management skills.
- ❖ Current driver's license and a vehicle with appropriate insurance coverage if required to drive in the course of performing assigned duties and responsibilities.