

| | | | |
|--------------------|------------------------------------|-------------------------|------------------|
| Job Title: | Regional Manager | Position Type: | Full Time |
| Department: | Branching Operations | Level: | III |
| Location: | Hudson County (10 Branches) | Date posted: | |
| Shift: | Varies | Posting Expires: | |

**Please send your resume via e-mail to
Resume@bankwithbcb.com**

SUMMARY:

The Regional Manager (RM) is responsible for providing leadership, direction and guidance to the Branch Managers and Business Development Officers within the assigned region to ensure deposit and loan growth goal achievement, operational soundness and profitability of the branches. Acts as a role model and coaches the team to exhibit standardized behaviors leading to optimal client experience through every channel and at every client interaction. The Regional Manager (RM) is also responsible for leading the execution of all retail objectives and initiatives to include, promotion of bank products, services and digital channels. The Regional Manager will maintain pulse on the competitive landscape and implement solutions and/or recommend product or service enhancements to ensure the customer base is expanded and retained. Build and maintain strong relationships with key stakeholders, including customers and community leaders. The Regional Manager will serve as the face of the assigned region and communities served.

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

MAJOR DUTIES AND RESPONSIBILITIES:

1. Ensures the growth of the assigned region, to include but not limited to, providing strategic leadership and direction to execute on business plans to impact growth and expansion of assigned region, effective growth of the commercial business through dedicated commercial and/or business calling process, such as joint calling and pre-call planning
2. Participates in community affairs, business and service organizations, to include public speaking; actively involved in instilling and maintaining a positive sales environment through education of the Bank's products and services. Coaches the importance of connecting customer needs to products and services to effectively close new business opportunities
3. Develops and leads a team of Branch Managers and Business Development Officers to drive execution of strong sales and service results, enhancing the effectiveness of the branches' day to day operations and client experience. The Regional Manager will direct the Branch Managers and Business Development Officers in their business development efforts to attract and expand business and consumer banking relationships throughout their respective communities.
4. Meets with the Branch Managers and Business Development Officers regularly through monthly team meetings and scheduled one on one meetings, to review job performance, expectations, developmental plans and overall Branch P&L. Responsible in providing consistent coaching, mentorship and development of the team.
5. Foster a culture of excellence in customer service and customer experience across all branches within the region.
6. Monitor and analyze regional performance metrics and provide regular reports to senior management.
7. Identify opportunities for improvement in processes, systems and procedures and work with relevant stakeholders to implement changes.
8. Assists in the assurance of audit compliance and procedure quality control for the department; recommends and initiates corrective actions to the Managers and Business Development Officers.
9. Contributes to the overall profitability of the Bank; assists in the implementation of costs controls, income generation, and department marketing efforts
10. Assists other officers in resolving inquiries and providing support; participates in various internal committees assigned by senior management.
11. Ensures implementation and compliance to meet security precautions and protect customer deposits, bank assets and staff.
12. Assists the Manager in performing personnel actions including performance appraisals, disciplinary actions, and interviewing candidates for employment; may supervise the daily activities of department staff including, but not limited to, effective delegation of assignments, developing work schedules and providing necessary training in the absence of the Manager.
13. Maintains an advanced knowledge of financial industry status and trends.
14. Responds to inquiries or refers inquiries to the appropriate department or person, and exhibits the necessary follow through with customers and/or staff involved.
15. Provides supervision and support to all branches within the assigned region.
16. Assists the Manager in implementing cost controls for the department and monitors expenses to ensure compliance with budget.
17. Monitors on an ongoing basis, Business Development Officers' productivity and solicitation of new business
18. May assist in setting goals for the Business development Team and developing strategies to meet those goals in effort to generate revenue growth.
19. Consistently applies superior decision making techniques pertaining to inquiries, approvals and requests as they apply to existing policies and procedures, keeping within assigned approval limits and using these instances as learning tools for employee development.
20. Assumes responsibility for special projects; gathers data and prepares reports for Senior Management, audits and other personnel.
21. Plays a positive role in the development and growth of the employees within the assigned region through excellent communication skills, both verbal and written, along with strong delegation skills assuring a highly cross-trained staff.
22. Processes, solves and answers complex customer transactions, problems or inquiries.
23. Operates computer terminal or personal computer to process account activity, determine balances and resolve problems within given

authority.

24. Answers telephones, answers questions and directs callers to proper Bank personnel.
25. Assumes responsibility for various department functions in the absence of staff members or in overload situations.
26. Treats people with respect; keeps commitments; Inspires the trust of others; works ethically and with integrity; upholds organizational values; accepts responsibility for own actions.
27. 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.
28. Follows policies and procedures; completes administrative tasks correctly and on time; supports the Bank's goals and values; benefits the bank through outside activities.
29. 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.

REQUIRED SKILLS:

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.

- Bachelor's degree from a 4-year college or university; or 5 years of related experience and/or training; or the equivalent combination of education and experience. Work related experience must consist of business development or sales experience in the financial services industry with a supervisory background.
- Educational experience, through in-house training sessions, formal school or financial industry related curriculum, is required to be applicable to the financial industry.
- Basic experience, knowledge and training in financial statement and tax return analysis typically resulting from a combination of education in accounting, financial and/or credit analysis or related areas.
- Intermediate knowledge of related state and federal banking compliance regulations, Bank policies and procedures, and the Bank's products and services.
- Intermediate experience, knowledge and training in all lending and operations activities and terminology.
- Proven skills to develop marketing and business development skills with customers.
- Demonstrated ability to cross-sell and explain all Bank products and services with confidence and authority.
- Intermediate loan product knowledge.
- Ability to read, analyze and interpret general business periodicals, professional journals, and technical procedures.
- Excellent organizational and time management skills,
- Basic knowledge of human resource and labor laws and policies.
- Basic skills in computer terminal and personal computer operation; mainframe computer system; word processing, spreadsheet and specialty software programs.
- Basic typing skills to meet production needs of the position. Intermediate math skills; ability to calculate interest, commissions, proportions, and percentages; balance accounts; add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals; locate routine mathematical errors; compute rate, ratio and percent, including the drafting and interpretation of bar graphs.
- Exceptional verbal, written and interpersonal communication skills with the ability to apply common sense to carry out instructions and instruct others, train personnel, write reports, correspondence and procedures, speak clearly to customers and employees.
- Thorough understanding of management procedures; ability to plan department or Bank activities (setting objectives, developing strategies, budgeting, and developing policies and procedures); initiative to organize various functions necessary to accomplish department or Bank activities; effectively staff (selecting, training and developing employees); directing employees towards the desired objectives (delegating, motivating, resolving problems); controlling the function (developing performance standards, measuring results, taking corrective action and rewarding employees as appropriate).
- Ability to deal with complex problems involving multiple facets and variables in non-standardized situations.
- Ability to work with minimal or no supervision while performing duties.
- Current driver's license and a vehicle with appropriate insurance coverage if required to drive in the course of performing assigned duties and responsibilities.