



Branch Manager

We are looking to add to our already talented group of banking professionals. Currently seeking a **Branch Manager** to oversee branch operations, where a focus on customer service is a must.

If you possess strong Core Values such as building strong relationships, supporting the community, honesty and integrity, then our culture is the right fit for you.

North Brookfield Savings Bank (NBSB) is a mutual savings bank with full-service branches in North Brookfield, East Brookfield, West Brookfield, Ware, Belchertown, Palmer, and Three Rivers Village of Palmer. NBSB offers a wide variety of deposit and loan products for individuals and businesses throughout Central and Western Massachusetts and has been a steadfast supporter of the communities in which it serves since 1854. All deposits are insured by the FDIC and the Depositors Insurance Fund.

North Brookfield Savings Bank is actively involved in supporting our local communities and we could not succeed if not for our exceptional employees. NBSB is a friendly place to work with competitive salary and benefits packages for full-time and part-time employees. We're proud of our service to the community and our mutual savings bank status!

Reports to: SVP of Retail Banking

Overview:

We are looking for a talented **Branch Manager** to direct and oversee branch operations. You will manage staff, foster a positive environment and ensure customer satisfaction and proper branch operation. The successful candidate will have a hands-on approach and will be committed to the expansion and success of NBSB by implementing strategies that increase productivity and enable sales target achievement.

Core Responsibilities:

- Sets high standards for customer satisfaction. Builds strong relationships.
- Fully understands Bank products and offerings and has the ability to cross sell.

- Manage overall branch performance and operations.
- Establish and attain performance objectives for branch through business development opportunities and initiatives.
- Participate in and encourage lending activities.
- Maintain customer and employee contact in the branch to ensure that quality service is being applied.
- Provide and maintain a professional, business-like atmosphere within the branch office.
- Review staff members for formal performance evaluations.
- Ensures the growth of the branch and is committed to its success.
- Represents NBSB in the community where we live and work. Takes the initiative to get involved in community events that reflect well on the Bank and have the potential to build new business.
- Train and Mentor junior staff. Lead by example and coach junior staff so they can develop within the organization.
- Oversee the branch opening and closing for on time operations.
- Works with customers on problems and issues and seeks swift, sound resolutions.
- Seeks training and development opportunities and maintains current and up to date skills and knowledge.
- Maintains professional image and behavior at all times.

Requirements:

- Bachelor's degree in applicable discipline, 3-5 years of related experience in a financial institution preferred.
- Excellent management and human resources skills.
- Extensive background in financial institution operating policies and procedures, banking regulations (state and federal), employee development and public relations.

Resume and salary requirements should be sent to:

*North Brookfield Savings Bank
 Attention: Andrea Healy
 35 Summer Street
 North Brookfield, MA 01535
ahealy@banknbsb.com
 Fax 508-867-0716*

***FLSA - Exempt
 Regular Full-Time
 NBSB is an Affirmative Action/Equal Opportunity Employer.***