



Job Description

Job Title: Assistant Branch Manager

Last Updated: May 27, 2016

Supervisor: District Supervisor

Job Summary

An Assistant Branch Manager is responsible for assisting the Branch Manager in operating an efficient, profitable branch. An Assistant Branch Manager is also responsible for following all Company policies and procedures, and completing all daily duties. An Assistant Branch Manager is also responsible for assisting the Branch Manager with training branch employees about Company policies and procedures, and making sure that branch employees follow them at all times. An Assistant Branch Manager must abide by, and enforce, lending and collection practices in accordance with all local, state and federal regulations. An Assistant Branch Manager should continually prepare for future opportunities that may arise within the Company.

General Accountabilities

- ✓ Opening and closing the branch at the allotted time each day; if the Branch Manager is not available.
- ✓ Arrive to work on time every day; attendance is essential for your continued employment.
- ✓ Make sure employees arrive to work on time; if the Branch Manager is not available.
- ✓ Immediately notify the District Supervisor and the Home Office if an employee is late to work, leaves work early, takes an extended lunch break, or misses work entirely; if the Branch Manager is not available.
- ✓ Pick up the bank bag; if the Branch Manager is not available.
- ✓ Deliver the daily deposit(s) to the bank; if the Branch Manager is not available.
- ✓ Make sure his or her cash drawer is in balance at all times.
- ✓ Assist the Branch Manager in making sure the checkbook and all of the cash drawers are in balance at all times.
- ✓ Assist the Branch Manager in making sure that everyone starts the phone route on time and it is completed every day in a timely fashion.
- ✓ Assist the Branch Manager in ensuring that all collection work is completed daily.
- ✓ Take applications, payments, renew accounts, and process loans.
- ✓ Process denial letters.
- ✓ Work delinquent and bad debt accounts.
- ✓ Ensure that policies for New Loans (NLs), Former Borrowers (FBs), and Borrower Renewals (BRs) are being followed.
- ✓ Approve all NLs, FBs, and BRs; if the Branch Manager is not available.
- ✓ Assist the Branch Manager in ensuring all daily work is completed promptly and properly.
- ✓ Encourage BRs to all customers with available money; if it is a sound decision for the customer and the Company.
- ✓ Assist the Branch Manager in keeping the repo log up to date.
- ✓ Assist the Branch Manager in reaching monthly goals and standards.
- ✓ Pay branch bills on time; if the Branch Manager is not available.
- ✓ Order branch supplies as needed; if the Branch Manager is not available.
- ✓ Assist the Branch Manager in handling all bankrupt, cease & desist, deceased, and Consumer Credit Counseling Service (CCCS) accounts.
- ✓ Make sure daily reports are signed and completed; if the Branch Manager is not available.
- ✓ Maintain the branch in a clean and organized manner.
- ✓ Notify the District Supervisor and the Home Office when a state auditor arrives at the branch; if the Branch Manager is not available.
- ✓ Meet and greet customers with a friendly, professional demeanor.
- ✓ Determine customer needs, offer options, resolve problems and follow up with customers.
- ✓ Ensure full customer satisfaction without unnecessarily referring customers to other staff members.
- ✓ Refer customers to the District Supervisor, as needed.
- ✓ Maintain and balance a cash drawer on a daily basis.
- ✓ Have dependable transportation (and a valid driver's license and liability insurance, if applicable) that allows traveling for the branch, as needed.
- ✓ Perform other related duties as assigned or requested.
- ✓ Provide excellent customer service at all times, no matter the situation or circumstance.

Competencies

4/21/2017

- ✓ Ability to present oneself as well as the Company in a professional manner.
- ✓ Ability to actively engage in conversations with employees and customers.
- ✓ Good verbal and written communication skills.
- ✓ Ability to read and analyze a loan application and review credit reports.
- ✓ Knowledge of all loan products.
- ✓ Thorough knowledge of industry and regulatory compliance practices.
- ✓ Proficient in the use of an office computer and corresponding programs.
- ✓ Strong customer service skills.
- ✓ Ability and desire to lead others.
- ✓ Desire to advance within the Company.
- ✓ Ability to make tough decisions.

This list includes some, but not all, of the requirements of this job. You may be required to perform additional tasks that are not listed in this job description. By signing below, you acknowledge that you understand that by accepting this position you agree to perform all of the tasks listed above and any additional tasks that may be required of you to fulfill this job.

Employee:

Supervisor:

Sign: _____

Sign: _____

Print: _____

Print: _____

Date: _____

Date: _____