

SALES MANAGER

The purpose of this job is overseeing the efficient operation of the branch ensuring all operational functions and customer service are c

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations can be made to help enable qualified individuals with disabilities to perform the essential functions.

Responsibilities

- Schedules and assigns work to all non-lending positions within the branch..
- Coordinates the training and development and where necessary conducts “on the job” training for employees.
- Responsible for developing and maintaining customer and business relations within the branch’s market area.
- Responsible for making customer calls with a primary focus on customer retention, development of new business, excellent customer service and the sale of additional products and services. The Sales Manager will focus on expanding the number of deposit and operational products as well as services utilized by each customer.
- Ensures all Bank brochures are up to date, stocked, and visibly displayed for customer convenience.
- Organizes bank events such as open houses, various holiday events, and other promotional events.
- Assists the personal bankers during peak periods; Provides backup for tellers and CSR’s when needed.
- Keeps staff informed of pertinent changes in operational policy and procedures.
- Ensures the branch and vaults are opened and closed on a timely basis.
- Always enforce dual control procedures.
- Continually safeguard the bank’s assets and security of the working environment..
- Oversees teller and vault cash levels.
- Ensures bank is in compliance with federal banking regulations including, but not limited to Bank Secrecy Act, OFAC, Community Reinvestment Act, American with Disabilities Act, Right to Financial Privacy Act, GrammLeach-Bliley Act, the Federal Reserve’s “lettered” regulations, and Sales Manager roles and responsibilities relating to each act.
- Ensures excellent customer service skills are practiced by all the staff.
- Represent BankTennessee professionally, efficiently, and tactfully.
- Acknowledge and greet customers with a smile, call customers by their name, ask if they need any additional assistance, thank customer at end of every conversation.
- Ensure continuing development of professional relationships with management and colleagues.
- Answer and assist incoming callers with questions and requests, subsequently route callers, as appropriate.
- Receive incoming bank visitors and assist in directing them appropriately.
- Participate in Civic/Community Activities as necessary.

Additional Functions - Secondary Responsibilities

- Work overtime, as needed.
- Aid other departments as needed.
- Perform other duties that may be assigned or requested.

Qualifications

- High school diploma or equivalent required.College education preferred.
- Minimum of 3 years’ experience in banking or related field; 5 years preferred
- Strong dedication and motivation to achieving sales, service, operational results, and exceeding expectations.

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- Ability to follow stated bank customer sales and service standard processes to ensure achievement of necessary goals and customer standards.
- Excellent communication skills (written and verbal)
- Thorough with strict attention to detail, does work right the first time; identifies and corrects errors; produces complete and error free work.
- Comfortable using a variety of technology software products to process transactions.
- Proven time management and organizational skills, ability to effectively handle multiple priorities and adapt effectively as business needs and pace changes.
- Always maintain strict confidentiality.
- Always treat others with respect
- Always act with integrity and honesty.
- Ability to travel for training, other development opportunities, and between branches, as needed.

Physical Demands

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand or sit; kneel, stoop, or squat; use hands or fingers to handle or feel objects, tools or controls; reach with hands and arms, and talk or hear. The employee is occasionally required to walk. The employee must occasionally lift and /or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and the ability to focus.

Work Environment

The Bank's professional working environment requires employees to communicate effectively, both verbally and in writing. Employees must demonstrate strong interpersonal skills when working closely with internal business partners and external clients. Employees may be exposed to confidential and propriety information within the working environment, therefore, must uphold confidentiality at all times. Due to the possibility of being exposed to high risk situations (i.e. robbery), detailed instructions and procedures are required to be followed at all times to safeguard the Bank's employees, customers, and assets.

Acknowledgement

Employee Signature**Date**

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. The principal duties and responsibilities enumerated are all essential job functions except for those that begin with the word "May".

This job description is intended to describe the normal level of work required by the person performing the work. The principle duties outlined are the essential responsibilities and duties. Other duties may be assigned as needs arise. Job requirements and/or processes may be modified to reasonably accommodate persons with a disability as required by law.

This description is not intended as a contract and is subject to change. Any written contractual agreements supersede this job description.