

SALES MANAGER II

Department:	Munford
FLSA Classification:	Exempt
Revision Date:	May 2026

The **Sales Manager II** builds and deepens relationships with individuals, local businesses, and community organizations within the assigned market to grow deposit, consumer and small business loan, and financial service relationships. This role serves as a visible ambassador for the Bank by participating in community events, cultivating referral networks, and engaging customers in person to understand needs and deliver responsive, solution-oriented service. In partnership with the retail team, the Sales Manager leads day-to-day branch performance by setting service expectations, coaching and developing staff, and fostering a culture of accountability, collaboration, and professionalism to ensure an exceptional customer experience. Commercial loan opportunities are referred to the Relationship Manager or Community Bank President, as appropriate. This position reports to the Director of Retail Banking.

Essential Functions

- Engage in local community involvement efforts to increase Bank's visibility and generate new business opportunities. Coordinate Bank events such as open houses, holiday events, and other promotional opportunities.
- Develop and maintain customer and business relationships within assigned market.
- Make customer calls with a focus on new business development, customer retention and exceptional customer service. Solicit new depository and lending relationships and cross-sell bank products and services to existing deposit and lending relationships.
- Support Office Manager in coordinating branch staffing, ensuring adequate and efficient coverage capable of meeting business growth expectations and customer service standards.
- Demonstrate and cultivate exceptional customer service standards and skills. Ensure Bank expectations for customer service are met by all staff members.
- Identify, coordinate, and implement training and development opportunities for staff members. Train, coach, deliver performance feedback, and address personnel matters of all assigned staff members.
- Ensure branch compliance with Bank policies, procedures, practices, and all applicable laws and regulations. Promptly communicate all applicable updates and changes to branch staff members.
- Maintain safeguard of Bank's assets and security of the work environment, including enforcement of dual control procedures and oversee teller and vault cash levels.
- Interview loan applicants, prepare loan applications, collect necessary documents, and underwrite loan requests for proper approval.

- Analyze financial information to evaluate the creditworthiness of new loan requests, renewal loan requests, and ongoing portfolio management activities through thorough and accurate analyses within the parameters of the Bank's policies and procedures.
- Oversee the loan request through the Credit Approval Process and ensure that the structure meets the needs of the client and the operating objectives of the Bank,
- Assure that loan relationships maintain compliance with all applicable laws and regulations and Bank policies and procedures.
- Monitor customer loan repayment activities and take necessary action to collect on past-due accounts.
- Ensure all required documentation is in file for all loans and treasury management approvals. Work with Loan Processing to resolve documentation or compliance deficiencies.
- Build and maintain positive working relationships with internal business partners.
- Demonstrate a commitment to Fair Lending practices. Remain knowledgeable of all laws and regulations governing the lending activities of financial institutions. Ensure compliance with all applicable Bank policies and procedures, as well as all State and Federal regulations.
- Maintain up-to-date knowledge of available Bank products and services.
- Demonstrate and communicate the Bank's commitment to a culture of professionalism, compliance, high ethical standards, integrity, and respect.

Supervisory Responsibilities

- Responsible for leadership and management of all assigned staff members.
- Oversee branch workflow, ensuring timely and accurate completion of all duties assigned.

Competencies

- Strong leadership and management skills; able to effectively lead, mentor, train, and manage disciplinary matters.
- Strong dedication and motivation to achieving sales, service, and operations results.
- Exceptional attention to detail, with accuracy and efficiency in handling multiple assigned duties.
- Strong analytic and problem-solving skills.
- Excellent communication skills
 - Professional and articulate verbal communication skills, both in person and via telephone.
 - Exceptional writing skills, demonstrating clarity and accuracy in vocabulary, grammar, spelling, and punctuation in all written correspondence and documentation.
- Ability to maintain strict confidentiality and handle sensitive financial information.
- Proven time management and organizational skills; able to effectively handle multiple priorities while maintaining a commitment to accuracy and timeliness.

- Strong working knowledge of Microsoft Word and Excel. Ability to effectively and efficiently learn Bank software programs.

Required Education and Experience

- High school diploma or equivalent required; college education preferred.
- A technical level of knowledge generally acquired through completing an undergraduate program in business administration, finance, accounting, or a related area.
- 3+ years of experience in banking or related field required; 5 years preferred.
- 3+ years of experience in lending; 5 years preferred.
- 3+ years of leadership experience, preferably in banking or related field.
- Proven record of sustained production and relationship growth.
- Existing client relationships, referral sources, or portable book of business strongly preferred.

Travel

- Local travel related to community engagement activities, sales calls, and other events.
- Occasional travel to other BankTennessee facilities and non-Bank facilities for professional development opportunities and other events.

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 accommodation 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 employees and customers.

JOB DESCRIPTION



This job description is a general description of the types of responsibilities that are required of an individual in this job. It is not intended to cover or contain a comprehensive listing of all duties, responsibilities or activities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

BankTennessee is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, ancestry, national origin, sex, sexual orientation, religion, age, disability, genetic information, veteran status, or any other characteristic protected by State or Federal law.