



## POSITION DESCRIPTION

Job Title: **Assistant Branch Manager – Floyd, VA**  
Reports To: Branch Manager  
FLSA Status: Exempt

**Position Summary:** Provides leadership by assisting the Branch Manager in leading the operational aspect of managing a retail branch. Personifies good customer relations and effective selling and cross-selling in contacts with customers.

Assists in managing the branch by performing the following duties personally or through subordinate supervisors. Other duties may be assigned.

- *At Skyline National Bank, our core values are Smart, Kind, Young-at-heart, Local, Inspired, Nonconforming and Energetic. We look for ways to be “always our best.” As a member of our team, you do important work. You craft an experience, aim for the sky, set a high standard and look for ways to set your bar ever higher.*
- Assists Branch Manager in the assignment of the schedule to branch personnel.
- Assists each staff member in setting goals, clearly explaining what is expected of each individual and effectively coaching each staff member to achieve success.
- Provides guidance to personnel to ensure prompt and accurate customer service.
- (For Lenders Only) Processes loan applications (within lending authority) and paperwork, extending credit to qualified individuals through various installment and real estate products. Assists in collections of delinquent loans.
- Represents the bank within the community by joining organizations; establish contacts with local organizations and businesses and pursue additional bank business through referrals and networking.
- Resolves customer problems and complaints with courtesy and discretion. Explains policies and procedures as necessary.
- Opens new deposit accounts and understands the products and services offered by the bank. This includes understanding and explaining features and benefits, rules and regulations, pricing, and a simple definition of each service. Also handles other services such as stop payments, wire transfers, and other maintenance functions within assigned limits. (CSR duties as needed)
- Assists the Branch Manager in overseeing the flow of cash and financial instruments in accordance with bank policies and procedures.
- Assesses risk of all financial transactions executed by branch personnel.
- Assisting the Branch Manager by ensuring satisfactory (or better) branch audit results.

- Models and manages the expectation of regular, timely and reliable attendance among all branch staff.
- Responsible for knowledge of and compliance with all applicable laws, regulations, and bank policies and procedures that pertain to this position, including but not limited to the Bank Secrecy Act. In addition, participation is required in any training necessary to achieve a thorough understanding of how these laws relate to the responsibilities of the position.
- Completes assigned training and complies with all cyber and information security policies and procedures.
- Regular and reliable attendance is needed to perform the essential functions of this job.

Skyline National Bank offers excellent benefits such as Medical, Dental, Vision, Disability Insurance, paid holidays, paid time off as well as a 401(K) Plan with match.

Interested candidates can apply by emailing a resume to the Human Resources Department at [hr@skylinenationalbank.com](mailto:hr@skylinenationalbank.com).

**Skyline National Bank is an EOE, AA and E-Verify Employer.**