

Job Title : Deputy Branch Manager

OVERALL PURPOSE:

- ◆ The Deputy Branch Manager partners closely with the Branch Manager to achieve overall sales and service goals by maximizing sales targets, overseeing daily operations and ensuring the delivery of excellent client service; supporting sales plans that are aligned with overall business targets and priorities to achieve goals, developing and executing action plans to prove operational controls, and mitigating controllable losses while maximizing satisfaction, monitoring and adhering to operational controls, including legal, corporate, and regulatory policies and procedures to ensure the safety and security of customers and bank assets..

RESPONSIBILITIES:

- ◆ Support portfolio growth by coaching staff to effectively identify referral opportunities and perform sales/referral activities. Develop high performing staff in order to build bench strength of branch's businesses positioning.
- ◆ Attend new and existing customers, gather and prepare loan application and submit to Branch Manager for review and cascade to Head Office for Credit Committee's approval.
- ◆ Conduct site visits, market research, and data analysis, and coordinate the exchange of necessary information with solicitors/valuers at customer's business premises and properties.
- ◆ Assist in creating a strong sales, service and operation culture, fostering an environment in which all branch employees and related partners excel and achieve business goals.
- ◆ Leverage workforce planning tool to optimize staffing in branches to ensure effective lobby and line management to provide exceptional client service and comply with all legal and regulatory requirements.
- ◆ Conduct "daily proof processes" to ensure adherence to operational requirements; investigate controllable losses among branch staff; provide coaching and performance management on decisions and processes used.
- ◆ Partner with related departments in the execution of operational excellence and achievement of operational goals.
- ◆ Resolve escalated client complaints/issues promptly and effectively.
- ◆ Partner closely with Branch Manager to manage hiring, performance management and compensation of staffs.
- ◆ Daily/weekly/monthly reporting to Branch Manager with regards to banking operation and credit processing.

Other Responsibilities:

- ◆ Assist in checking the credit legal documentation
- ◆ Assist in credit review: reviewing the new and existing loan customers
- ◆ Assist in controlling security items and security check lists.
- ◆ Assist in maintaining an accurate credit database by ensuring customer records and transactions are recorded/ processed in the system in a timely and accurate manner.
- ◆ Assist in maintaining appropriate records, files and documentation in accordance with guidelines and Policy in support of all credit facilities.

- ◆ Assist in checking the correspondence regarding the reviewed facilities.

QUALIFICATIONS REQUIREMENTS:

- ◆ Bachelor's degree in Marketing, Finance, Banking, Business Administration or equivalent
- ◆ 3 or more years of loan and operations experience; banking services experience is preferred
- ◆ Knowledge of bank operating risk, compliance policies, and procedures
- ◆ Sound of spoken and written in English and Chinese is a plus.
- ◆ Demonstrated ability to lead, motivate, and influence others
- ◆ Effective time management
- ◆ Ability to exercise good judgment
- ◆ Ability to prioritize multiple demands
- ◆ Strong problem solving and negotiation skills
- ◆ Client service orientation
- ◆ Detail oriented

Contact Info:

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