

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:

- ◆ Assist in creating a strong sale, service and operation culture, fostering an environment in which all branch employees and related partners excel and achieve business goals.
- ◆ Support portfolio growth by coaching staffs to effectively identify referral opportunities and perform sales/referral activities. Develop high performing staffs in order to build bench strength.
- ◆ 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.
- ◆ Resolve escalated client complaints/issues promptly and effectively.
- ◆ 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.
- ◆ Partner closely with Branch Manager to manage hiring, performance management and compensation of staffs.

OTHER RESPONSIBILITIES:

- ◆ Assist in Checking the credit legal documentation
- ◆ Assist in credit review: reviewing the new and existing loan customer s
- ◆ 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.

REQUIREMENTS

- ◆ Bachelor's degree in Marketing, Finance, Banking, Business Administration or equivalent
- ◆ 3 or more years of loan and operations experience; banking services experience preferred
- ◆ Knowledge of bank operating risk, compliance policies, and procedures
- ◆ Sound written and verbal communication skills in English and Chinese



- ◆ 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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