

## Assistant Branch Manager – Lenexa

How would you like to work for a great company that offers career growth and values your skills and experience? For over 150 years, Commerce Bank has built a strong reputation as a “Super Community” bank and is recognized as an industry leader. In today's growing and competitive financial services industry, we look for creative and innovative solutions to meet the needs of our customers. To achieve our results, we recruit the best and brightest employees who ask, listen and solve to meet our customers’ needs!

The Assistant Branch Manager, in partnership with the Branch Manager, shares responsibility for all branch activities and team members to ensure delivery of Commerce Bank’s value proposition.

- The Assistant Manager is expected to support the efforts of the Branch Manager in leading the team, providing a differentiating and exceptional customer experience, achieving results, developing the team and sustaining the branch.
- They will do this by managing the branch and individual expectations; day-to-day customer service, compliance with established policies and procedures relative to bank operations, security, human resource management, etc.
- In the Branch Manager’s absence, the Assistant Branch Manager has full authority and responsibility for branch activities and team members.
- They will monitor performance and results of branch and individual staff members against expectations and establish goals, providing guidance and coaching.
- They may have individual sales goals themselves and may be assigned business development responsibilities as well.
- They may be required to work at various branches within a region (other than base their base location) as needed.

Work Schedule: Full time, varying shifts during M-W 7:15 – 6:15, Thursday 7:15 – 7:15, Friday 7:15 – 6:45 & alternating Saturdays 7:45 – 4:15.

### Education:

- High School diploma (or equivalent) is required
- Bachelor’s degree is highly preferred
- Work Experience: Preferred applicants will have:
  - 2+ years’ experience as a Banking Services Consultant, Financial Service Representative or similar position is highly preferred

### Work Experience:

- Experience supervising and/or leading a team
- Exemplary customer service and sales experience
- Detailed knowledge of retail banking products, philosophy, policy, procedures, and documentation
- Excellent sales ability including cross-selling and referral skills
- Strong PC skills and previous experience with retail banking sales and transaction processing systems
- Excellent communication skills (verbal, written and presentation)
- Strong attention to detail and accuracy skills
- Effective organizational skills
- Ability to work Saturdays