

Division: Retail Branches
Reporting to: Regional Director
Career Level: Manager
Pay Type: Salaried

Job Overview

The Assistant Branch Manager is responsible for supporting and developing dedicated employees to create memorable experiences for existing and new members while ensuring efficient branch operations across all Niagara branches.

Role

- Support multiple branch operations where trademark member experience takes place with every interaction and business results soar
- Regularly coach and provide feedback to the branches team members to enable them to have confidence in what they do, help them grow and drive to excel
- Focus on end-to-end member experience to build and maintain incredible relationships with those who do business with us
- Be a trusted advisor to help the teams so they too can help our members meet their short and long term financial goals
- Steward digital and multichannel usage to meet members' needs
- Actively support the development and execution of an effective plan to keep 3rd Party Generated Business on the books and consolidate other products for these new members with FirstOntario
- Closely monitor and tightly maintain controls in accordance with policies to ensure operational integrity and perform credit quality functions
- Involve the teams while you implement disciplined sales and services leadership processes and plans that deliver on member service and campaigns to support achieving annual financial targets
- Be on top of your budget responsibilities by monitoring expense activities and taking prompt corrective action as required
- Stay informed on local market activities and our competitive position relative to others in our communities
- Celebrate the success of others by recognizing the contributions of committed team members and their achievements
- Collaborate to collectively think of innovative ideas that drive business across the branch environment
- Build and utilize working relationships with internal business partners across the organization and external business contacts to support business goals
- Actively participate and encourage staff to join in community events as part of FirstOntario's overall commitment to Corporate Social Responsibility
- Consider health & safety as a primary concern to ensure the overall well-being of your team and members
- Perform other duties we may need you to do

Required Skills

- Have a sound business acumen with a post-secondary degree or diploma in business, finance, or economics or an equivalent combination of education and industry experience
- Have three (3) to five (5) years of retail branch experience that has made you a guru of our products and services
- Have strong sales management skills in setting and monitoring sales targets, plans, pipelines and activities
- Demonstrate with enthusiasm your sales experience preferably in the financial services/mortgage financing industry
- Be confident and skilled in taking initiative, assessing requirements, developing plans and taking the lead in making plans a reality
- Be quick to respond to requests for service from all of your clients
- Be comfortable using a computer particularly MS Office and have a working knowledge of a banking system

Job Description – Assistant Branch Manager

- Be willing to work irregular hours as required to accommodate branch hours, member meetings, networking and community involvement
- Be aware of and mitigate enterprise risk factors and ensure compliance with applicable regulations, legislation and FirstOntario policies and procedures

Accommodations for persons with disabilities are available upon request during the application process.