



Job Title – Retail Branch Manager

Location – Kirkwood

Status – Full Time with full benefits and signing bonus

Midwest Regional Banking is seeking a Retail Branch Manager for our Kirkwood location. We are looking for an exceptional leader to manage the Kirkwood retail staff, and scheduling and oversee the day-to-day branch operations. Our Kirkwood Branch Manager will advise and oversee all retail branch employees, creating a supportive and productive environment.

Key Duties and Responsibilities:

- Provide back-up for Tellers who were out sick or on vacation, taking care of customers when the Tellers were unable to help them, ordering and selling cash for the vault weekly.
- Process commercial and consumer deposits; ensure the balance of personal cash drawer and vault, scan outgoing daily deposited items, post incoming payments to their corresponding accounts.
- Assist and research commercial and retail accounts for accuracy and identify opportunities resolve questions and improve the customer experience.
- Make decisions on daily NSF input stop-pays, assist in online banking questions, complete wire transfer forms (domestic and international), review universal bankers' new accounts input, print daily notices and certificate interest checks, and review daily and monthly reports.
- Open and maintain checking accounts, certificate of deposits, IRAs, and safe deposit boxes
- Answer customer phone calls including, but not limited to online banking resets, rate questions, account discrepancies
- Identify cross-selling opportunities
- Manage ATM processes
- Offer support for wire transfers
- Adhere to all bank policies and procedures
- Must be available to work between the hours of 8:00 AM – 6:00 PM

Minimum Requirements:

High School diploma or equivalent

3-5 years customer service experience

3+ years financial service and cash handling experience

1 year management experience

Strong attention to detail

Organizational skills

Leadership acumen

Ability to work Saturdays

Preferred Knowledge and Skills:

Associates degree and/or equivalent work experience

Strong written and verbal communication skills

Ability to resolve complex customer or employee-related issues

Ability to quickly learn procedures, products, policy and bank regulations

Proficiency using banking systems and platforms

Basic math and accounting skills

Why Midwest Regional Bank?

Known as The Bank of "Tradition and Progress," Midwest Regional Bank provides outstanding customer service and maintains a strong commitment to the communities we serve. As a community bank, we make all decisions locally and encourage our

employees to bring new and innovative ideas to our daily processes. With seven area retail centers, we offer sustained growth and long-term career opportunities.

Midwest Regional Bank is an Equal Opportunity Employer. All offers for employment with Midwest Regional Bank are contingent upon successful completion of a criminal background check, credit check and drug screening.

*** Please send your resume to rhurston@mwregionalbank.com or stop in the Kirkwood Branch to fill out an application.**