



JOB DESCRIPTION

JOB TITLE: Oxford Regional Retail Manager
DEPARTMENT: Retail
REPORTS TO: SVP Retail Manager
SUPERVISES: Oxford Market Retail Staff
FLSA STATUS: Exempt

GENERAL SUMMARY

Responsible for supervising, training and developing Oxford Market branch staff (primarily branch managers). Responsible for efficient operation of the Oxford retail market. Uses knowledge and experience and exercises discretion and independent judgment in resolving problems and answering questions.

ESSENTIAL JOB FUNCTIONS

1. Coordinates the activities of retail operations with Oxford branch managers according to established policies and procedures by assigning and scheduling work, answering questions, solving problems, helping with complex transactions and sensitive customer relations issues.
2. Coaches and develops staff through regular feedback and communication. Ensures retail staff is well-trained and knowledgeable of products, policies, and procedures. Conducts performance reviews. Responsible for efficient operations of the Oxford branches.
3. Conducts regular staff meetings to review problems and explain new ideas or changes in policy and procedures. Responsible for carrying out new initiatives.
4. Assists in keeping the branch security system in good working order and updates staff concerning security procedures and policies.
5. Develops Branch business referrals through collaborative efforts with other members of the FNB Sales Team (commercial lenders, business services, mortgage, etc.)
6. Attends monthly sales meetings to ascertain account growth opportunities and how to implement with retail bank personnel.
7. Regular and reliable attendance.
8. Other duties as assigned by supervisory personnel.

OTHER FUNCTIONS

Candidates who cannot perform some or all of these duties because of disabilities will nevertheless receive full consideration for the job based on their ability to perform essential functions.

1. Drafts and types correspondence.
2. Performs other duties as required.

MINIMUM REQUIREMENTS

The following are required to enable job holders to perform the essential functions of the job.

1. SKILLS

Software: Word processing and spreadsheets, New Account Platform, Office Logic, Internet.
Personal computer, FAX machine, calculator, copier.
Good communication skills, oral and written.
Good interpersonal skills.
Math skills.
Ability to organize and prioritize work.
Ability to work without direct supervision.
Ability to lead and develop staff.
Ability to relate and empathize with others.

2. KNOWLEDGE

Bank policies and procedures.
New Account documentation and compliance.
New Account platform.
Basic accounting.
Bank computer system.
Banking terminology.
Banking laws and regulations.

3. EXPERIENCE/EDUCATION

Bachelors degree in banking and finance, management or other related area and a minimum of eight years experience in a financial institution. Previous supervisory experience is preferred. Community involvement as evidenced by membership/active participation in civic organizations.

4. SCHEDULING

No special requirements. 8:00 a.m. to 5:00 p.m. Monday through Friday- later as needed.
Flexibility to attend to the needs of customers outside of normal work hours and to attend events to represent the bank.

To apply for this position, download and save the Application Form located on our Careers page. Once completed, please send the Application by attaching it in an email to: careers@fnboxford.com.

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