



## JOB DESCRIPTION

**Job Title:** Branch Supervisor  
**Organization Segment:** Bank  
**Reports to:** SVP Bank  
**Status:** Hourly, Non-Exempt

### Position Summary:

Responsible for **effectively performing** all of Level I, Level II, and Level III duties and assuring customers receive efficient and courteous service. The Branch Supervisor is responsible for the specific branch location, and its personnel, being knowledgeable of, and adhering to, all applicable banking regulations relating to deposit accounts and consumer lending. The position is also responsible for all administrative functions related to debit cards, ATM cards, and online banking. This position will also assist with the training of staff.

### Position Responsibilities:

- Ensure that staff exhibit professional, first-class customer service standards while maintaining a consistent method of delivery across all bank operations.
- Build customer relationships through the education of YAB products and services and ensure staff is trained to do the same.
- Acts as a liaison between Young Americans Bank and collaborative agencies.
- Responsible for the training and supervision of bank staff according to bank policy and procedures and assist with the ongoing training of staff as needed or requested.
- Assists other officers as a back-up at other branch locations
- Help to ensure that customer issues are resolved
- Assist the Operations Officer with teaching financial literacy in the classroom and with bank specific tours and presentations.
- Serves as the primary conduit between the Young Americans Bank headquarter location and the other branch locations.
- Supervise approvals and terminal overrides.
- Authorize transactions over and above the established limits of tellers.
- Help with the processing of Credit Card applications.
- Signs Cashier's Checks and Certificates of Deposit according to authorization.
- Oversee that staff is correctly processing and resolving issues with ATM cards, debit cards and check orders.
- Oversee stop payments, wire transfers, check holds, account reconciliation, problem resolution, telephone transfer requests and authorizations, and research requests are being done correctly and efficiently.
- Accountable for all beginning and end of day checklists.
- Oversee set-up and maintenance for the online banking system.
- Complete Bait Audits and oversee vault and coin balancing
- Be able to oversee daily maintenance reports
- Participate in plans related to the goals and objectives established for the bank.
- Supports events of the organization through attendance and active participation.
- Oversee Supply ordering for the specific branch location
- Performs other duties as assigned.

### Essential Knowledge, Skills, Abilities:

- Knowledge of fundamental accounting concepts, practices, theories and procedures.
- Knowledge of Young Americans Bank's operating procedures, policies, and practices.
- Knowledge of Young Americans Bank's products and services and customers.
- Ability to make timely decisions in accordance with laws, regulations, and policies governing monetary holds on accounts, account operations, ATM/Debit Card operations, and new account operations.
- Knowledge specifically of ATM, Debit Card, teller and new account operating procedures, practices and policies.
- Knowledge of computer programs as they relate to bank operations and associated accounting systems.
- Ability to work effectively in a team environment.



- Ability to plan, organize and carry out assignments effectively and in a timely manner.
- Ability to communicate effectively, both orally and in writing with children and adults.
- Ability to demonstrate proficiency in financial procedures.
- Ability to prepare and monitor detailed records and reports.
- Ability to understand mathematical calculations and select a method or formula to resolve problems.
- Ability to become a notary.
- Ability to exercise attention to detail and multi-task.
- Ability to open and close branches.

**Education and Experience:**

- Bachelor's Degree in Accounting, Finance or related area or the equivalent combination of training and experience.
- One to two years of experience in bank operations which included assisting customers with a variety of banking activities including the establishment of new accounts, teller functions, and electronic banking systems.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of essential functions, responsibilities or requirements.

**Compensation/Benefits:**

The biweekly payrate range is \$1,440 to \$2,000 for this position, which is the equivalent of an annual salary range of \$37,440 to \$52,000.

The salary will be commensurate with skill level and applicable experience.  
This position is classified as full-time hourly, non-exempt.

Medical, Vision and Dental Insurance: Employee cost is 10% of the employee-only premium per month. In addition, we cover 67% of the additional cost for spouse and/or family if elected by employee, the remaining 33% is paid by the employee per month. We offer short-term disability, group term life, accidental death-dismemberment life insurance and long-term disability insurance at no cost to the employee.

401(k) Plan: Young Americans matches 25% of the employee contribution based on IRS plan limits. Company match is fully vested immediately.

Non-Exempt PTO (Paid Time Off): Date of hire through 5 years accrues 120 hours annually at a rate of 5 hours per pay period.

Sick Time & Holidays: 48 hours of additional Sick Leave and 11 paid holidays.

Position Approved: April 15, 2025  
Position Closes: May 15, 2025

Please submit resumes to Vicky Aragon at [varagon@yacenter.org](mailto:varagon@yacenter.org).