



IDAHO FIRST BANK

PEOPLE FIRST. COMMUNITY FIRST.

Location

Boise, Idaho

Standard Hours

40

Full-Time/Part-Time

Full-time

Reporting To

Area Market Leader

Job Description

The Boise branch of Idaho First Bank is looking for a Branch Operations Manager to join our growing team! The Branch Operations Manager is responsible for regularly supporting the Area Market Leader and ensures branch operational activities run smoothly and efficiently. They provide leadership, training, and supervision of branch staff. They promote business for the Bank by maintaining good customer relations and referring customers to appropriate personnel for new services.

Assures compliance with all Bank policies and procedures, as well as all applicable state and federal banking regulations.

Essential Functions

- Oversees the maintenance of operating and capital budgets. Exercises the usual authority of a manager concerning performance improvement plans and reviews, promotions, salary recommendations, terminations. Coaches, develop and inspires staff to maximize their potential.
- Ensures that financial institution policies and procedures are followed and that personnel are aware of proper operating procedures.
- Assumes responsibility for special projects; gathers data and prepares reports for Senior Management, audits, and other personnel.
- Assumes responsibility for various department functions in the absence of staff members or in overload situations.
- Solicits and refers consumer and HELOC lending to build branch portfolio.
- Demonstrates knowledge of and adherence to EEO policy; shows respect and sensitivity for cultural differences, educates others on the value of diversity; promotes working environment free of harassment of any type; builds diverse workforce and supports affirmative action.
- Follows policies and procedures; completes administrative tasks correctly and on time; supports the Bank's goals and values; benefits the bank through outside activities.
- Assists the Area Market Leader in implementing cost controls for the branch and monitors expenses to ensure compliance with budget.
- Administers department's functions, ensuring compliance to the organizations policy, legal and government rules, and regulations by establishing, monitoring, and maintaining policies and procedures.



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- Develops, recommends, and implements business plans, operational procedures and system utilization that support the division's long-term strategic objectives and vision.
- Leads in the implementation of system changes to support new products, ensures system integrity, and recommends program changes to more efficiently and effectively support services offered.
- Resolves operational problems.
- Develops and maintains relationships with industry groups and organizations to keep abreast of changes in federal and state banking regulations and ensures that changes are implemented in a timely fashion.
- Promotes and enhances the corporate culture and fosters the development and implementation of organizational vision, policies, and guidelines.
- Provides supervision and support to all areas of the branch where service or assistance is needed; oversees activities of assigned branch personnel; opens and closes the branch.
- Monitors staff in daily tasks, operations, and quality control; ensures the organization of assigned areas of the branch, coordinating available resources (e.g., staff, materials, etc.) for maximum results.
- Consistently applies superior decision-making techniques pertaining to inquiries, approvals and requests as they apply to existing policies and procedures, keeping within assigned approval limits and using these instances as learning tools for employee development.

Education and Experience Requirements

- Superior written and verbal communication skills with a demonstrated ability to create processes and procedures and to lead a project and communicate results as well as carry out new policies and procedures.
- Analytical skills to determine areas in need of improvement and the ability to find creative solutions while considering all aspects, departments and individuals affected.
- Superior communication and negotiation skills to communicate across a broad base of internal customers.
- Superior knowledge of computer systems and changing technology.
- Ability to deal with complex problems involving multiple facets and variables in non-standardized situations.
- Bachelor's degree or equivalent experience. **Five (5) years** of related experience and/or training; or the equivalent combination of education and experience. (*Additional educational experience consisting of internal training sessions and/or programs offering curriculum in operations related to financial institutions*).
- Extensive experience, knowledge and training in branch operation activities, terminology and products and services.
- Knowledge of related state and federal banking compliance regulations, Bank operational policies and procedures, and the Bank's products and services.
- Five (5) years of consumer and HELOC lending experience.
- Active NMLS License is highly preferred

AAP/EEO



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About IFB

Idaho First Bank (IFB) is a full-service state-chartered community bank established in October 2005 and headquartered in McCall, Idaho. Known for its People First, and Community First motto, IFB serves the greater southwest Idaho communities with five additional branches located in New Meadows, Eagle, Ketchum, Nampa, Boise, and a Loan Production Office (LPO) in Bend, Oregon. Idaho First Bank is a member of the FDIC and an Equal Housing Lender. For more information, visit us at www.idahofirstbank.com

Applications and resume should be submitted to HR@idahofirstbank.com
AA/Equal Opportunity Employer