



## **FINANCIAL SERVICES SPECIALIST III – Assistant Branch Manager**

**Fleetwood Bank**, Berks County's only community bank headquartered in Berks, is currently seeking an experienced & energetic **Financial Services Specialist III** to join our growing team! As the FSS III, you will support the Branch Manager in all facets of daily management of the branch. The ideal candidate will lead by providing exceptional customer service while achieving budgeted sales goals, acquiring new consumer and business customer relationships, initiating referrals to partners, and deepening all existing customer relationships.

### **Responsibilities include, but are not limited to:**

- Assist with managing the overall and day-to-day operations of the branch; adhering to all operational, security, risk and regulatory related policies and procedures.
- Foster a customer centric culture within the branch and provide customers with a memorable experience. Assist the Branch Manager in coaching and developing the team to meet and exceed customers' expectations by uncovering needs, as well as provide problem resolution.
- Help lead the referral process by deepening customer relationships and engaging our multitude of bank partners. Build strong partnerships through clear and effective communication.
- Integrate use of available tools and technology to improve sales presentation, performance, and productivity to achieve branch financial targets.
- Active involvement in the community as well as community/bank events. Develop and maintain key business and community relationships.
- Ability to analyze branch sales, service, operations and financial performance.
- Demonstrates strong acumen in consumer and business banking and lending, sales leadership, customer service, process management, time management, prioritization skills, coaching and colleague development, communication and presentation skills.



**Qualifications:**

- HS diploma or equivalent, Bachelor's degree preferred
- At least 2 years of proven experience in a retail banking environment
- Excellent verbal, written, & presentation skills

Ability to develop and inspire branch sales staff

Job Type: Full-time

Pay: \$18.00 - \$22.00 per hour

**Benefits:**

- 401(k)
- 401(k) matching
- Dental insurance
- Employee assistance program
- Flexible spending account
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Referral program
- Tuition reimbursement
- Vision insurance

**Schedule:**

- 8 hour shift
- Day shift
- Monday to Friday
- Overtime
- Weekends as needed

**Experience:**

- Management: 1 year (Required)
- Sales: 2 years (Required)
- Banking: 2 years (Required)

**Work Location: Multiple locations**