



Midwest Regional Bank is seeking an **Assistant Retail Branch Manager for our Kirkwood branch**. We're looking for an exceptional leader to help manage the retail staff branch operations. Our Assistant Retail Branch Manager will advise the branch manager and help oversee all retail functions.

**Key Duties and Responsibilities:**

- Provide backup for Tellers who are sick or on vacation, taking care of customers when the Tellers are unavailable, 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, and IRAs
- Answer customer phone calls including, but not limited to online banking resets, rate questions, account discrepancies
- Identify cross-selling opportunities
- 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

**Requirements and Skills:**

High School diploma or equivalent  
2 years management required  
2 years cash handling experience preferred  
1 year banking experience preferred  
Strong attention to detail  
Organizational skills  
Leadership acumen  
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 [mhendges@mwregionalbank.com](mailto:mhendges@mwregionalbank.com)**