

## Banking Regional Market Manager Full Time

We are seeking a Banking Regional Market Manager to lead and support a high-performing team of Banking Office Managers, Personal Bankers, Universal Bankers, and Customer Service Representatives. This role is responsible for driving exceptional customer service, sales growth, and operational excellence across multiple banking offices. The ideal candidate will be a visionary leader with a passion for team development, customer engagement, and market expansion.

### What You'll Do:

#### Team Leadership and Development

- Lead a high-performing team by setting clear goals aligned with the bank's strategic vision.
- Foster a positive, result-driven culture through regular performance reviews, coaching, and recognition.
- Develop and implement training plans to support employee growth and ensure consistent delivery of exceptional customer service.
- Monitor customer interactions and feedback, proactively address issues.
- Maintain optimal staffing levels and promote continuous learning to drive excellence across all banking offices.

#### Sales and Growth Strategy

- Drive business development by deepening customer relationships and expanding market share across branches.
- Drive sales performance by setting clear goals, monitoring branch productivity, and adapting strategies based on evolving market conditions.
- Partner with managers and bankers to strengthen calling efforts and sales leadership.
- Ensure timely execution of key activities.
- Promote product knowledge and cross-selling to grow customer relationships and support the bank's strategic and financial objectives.

#### Customer Service Excellence

- Champion a customer-first culture across all banking offices by ensuring consistent, high-quality service that builds loyalty and trust.
- Promptly resolve escalated issues with professionalism and ensure accurate documentation.
- Lead by example, coach teams through roleplay and observation, and reinforce service standards.
- Enhance brand reputation through consistent team performance and a commitment to delivering an exceptional experience every time.

#### Operational Efficiency and Compliance

- Ensure smooth daily operations across banking offices with strict adherence to policies and procedures.
- Address operational challenges promptly.
- Manage risk, security, and compliance to safeguard the bank and its customers.
- Prepare for audits and ensure team awareness of regulatory requirements.

- Collaborate with internal departments to deliver seamless customer experience and promote effective use of Salesforce for relationship and sales management.

### Supervision

- Model and promote the bank's Vision, Mission, Core Values, Strategic Plan, and THRIVE culture through strong leadership and personal accountability.
- Oversee all aspects of talent management, including hiring, onboarding, training, performance evaluation, and employee relations.
- Align team goals with strategic priorities, foster collaboration, and ensure cross-training, compliance, and continuity planning are in place.
- Provide effective coaching to support individual growth and drive team success.

### Other Duties as Assigned

### Why You'll Love It:

As a Regional Market Manager, you'll lead and inspire high-performing teams across multiple-banking offices, driving strategic growth and strengthening customer relationships.

- **Employee Ownership:** At SNBT, our employees are owners of the bank through our ESOP (Employee Stock Ownership Plan). The work you put in each day directly benefits the success of YOUR company.
- **Community Impact:** Make a difference in local communities by building strong relationships and helping your team serve the financial needs of individuals, families, and businesses.
- **Purpose-Driven Leadership:** Lead in a role that values your vision, empowers your team, and creates lasting impact.

### Qualifications:

Bachelor's degree with at least 5 years of banking experience in Retail & Deposit Banking and Management, or a combination of education and experience providing the equivalent. Proven leadership experience with a minimum of three to five years in a managerial role. Strong sales and customer service skills with a track record of achieving sales targets. Excellent communication and interpersonal skills. Ability to build strong relationships with teammates, business partners, and customers. Self-motivated, assertive, and able to multitask effectively. Valid Driver's License and ability to travel.

Equal Opportunity Employer