



Career Opportunity

About PromiseOne Bank

PromiseOne Bank is a leading community bank dedicated to providing high-quality financial services to diverse communities. As a locally focused commercial bank, we offer a comprehensive range of products and services tailored to meet our customers' needs, including small business loans, commercial loans, mortgage loans, and a full suite of deposit products. Through our customer-centered approach, we help individuals and businesses achieve financial success while actively contributing to the economic growth of our communities. Founded with our main branch in Gwinnett County, Georgia, we have continued to expand our presence with additional full-service locations across Georgia, New York, Texas, and Virginia. We also operate loan production offices (LPOs) in Pennsylvania, along with a business loan center in New York. As we continue our rapid growth, we are seeking talented individuals who share our passion, commitment, and drive to grow and succeed with us.

Branch Supervisor

in

Johns Creek Branch

[Job Overview]

The Branch Supervisor is responsible for opening new accounts, delivering exceptional customer service, and supporting the Bank's business objectives by building and maintaining strong customer relationships. This position serves as a key resource for resolving customer inquiries and ensuring a positive banking experience for both new and existing clients.

The Branch Supervisor supports the daily operations of the branch by assisting the Branch Manager and/or Service Manager in overseeing branch activities, promoting operational efficiency, ensuring compliance with Bank policies and procedures, and fostering a high standard of customer service. This role also provides leadership and guidance to branch staff to help ensure the smooth and effective operation of the branch.

[Essential Duties]

- Applies knowledge of company products/services to efficiently process customer information and respond to inquiries and complaints in a diplomatic manner.
- Build and maintain strong customer relationships by identifying customer needs and recommending appropriate Bank products and services.
- Open, close, and maintain consumer and business deposit accounts in accordance with Bank policies and regulatory requirements.
- Review daily reports (NSF, Non-post, Stop payment, CD, Holds, etc.)
- Analyzes customer accounts and promptly make corrections and/or modifications to files.
- Apply knowledge of the Bank's products, services, policies, and procedures to accurately process transactions and effectively respond to customer inquiries and complaints.
- Back-up teller as needed

[Requirements/Qualifications]

- High school diploma or equivalent
- Minimum of 4 years banking experience
- Previous teller experience
- Product and Bank regulation knowledge
- Excellent team player with positive attitude and motivator
- Detail oriented
- Must be willing to work Saturdays
- Must be fluent in English and bi-lingual in Korean/English is preferred

We offer Competitive Compensation and Excellent Benefit package

Medical, Dental, Vision, & Life Insurance / Paid Vacation and Sick Leaves / 401(k)

If you are interested in working with us, please email your resume* to career@promiseone.bank

*Document submitted will not be returned.

✉ PromiseOne Bank 2385 Pleasant Hill Road. Duluth, GA 30096 ☎ 678.385.0834

Promiseone Bank is an Equal Opportunity Employer.

