

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.

Position : Branch Supervisor in Suwanee Branch

[Job Overview]

The Branch Supervisor supports the effective operation of the branch by providing high-quality customer service, opening and maintaining deposit accounts, supporting customer relationship development, and assisting branch management with daily operational oversight. The position serves as a key resource for customers and branch employees and helps ensure that branch activities are performed accurately, efficiently, and in accordance with Bank policies, procedures, and applicable regulations. The Branch Supervisor provides day-to-day leadership and guidance to branch staff and may assume supervisory responsibility in the absence of the Branch Manager, Service Manager, or other designated Branch Officer. The position is expected to promote teamwork, accountability, operational soundness, and a consistently high standard of customer service.

[Essential Duties]

- Provide prompt, courteous, professional, and accurate assistance to customers in person and by telephone; resolve routine inquiries and concerns and appropriately escalate matters requiring management attention.
- Open, close, and maintain consumer and business deposit accounts accurately and in accordance with Bank policies, procedures, and regulatory requirements.
- Build and maintain strong customer relationships by identifying customer needs and recommending appropriate Bank products and services.
- Support branch growth through appropriate cross-service opportunities, customer referrals, and relationship development activities.
- Provide coaching, training, and day-to-day guidance to branch employees regarding operational procedures, customer service expectations, and Bank policies.
- Assist with resolving customer complaints within delegated authority and escalate significant or unresolved matters to branch management.

[Requirements/Qualifications]

- High school diploma or equivalent
- Minimum of 4 years banking experience, including previous CSR experience.
- Working knowledge of deposit products, branch operations, Bank policies, and applicable banking regulations
- Demonstrated ability to work effectively as a team member and provide positive leadership and guidance to others.
- Detail-oriented with the ability to manage multiple priorities accurately and timely.
- Must be willing to work Saturdays
- Fluency in English required; bilingual Korean/English skills 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.