

Senior Bank Manager

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Company: Comerica Bank

Location: Dearborn Heights

Category: business-and-financial-operations

Bank Manager Senior

The **Sr. Bank Manager** responsible for the overall leadership, management, and success of a Retail Banking Center(s). This is accomplished by ensuring banker readiness of all Relationship Bankers, conducting, and leading growth, contributing to a successful customer centric experience, and proactively managing operational risk activities while striving for excellence in execution in each of the mentioned areas. The Bank Manager will also provide transformational leadership in all areas.

This position's work schedule involves occasional evenings/Saturdays and temporarily working at other assigned banking center locations based on staffing needs.

Position Responsibilities:

Leadership Activities:

Lead, coach, evaluate, execute, and impact the proactive leadership activities for the attraction, expansion, and retention of customers.

Develop banking center plans to determine, coordinate and execute growth activities by aligning weekly goals with sales and operations activities.

Deliver daily coaching and evaluations for effective execution.

Provide effective new consumer onboarding and engagement by routinely strengthening new and current customer relationships, introducing new and existing customers to

Comerica's products and services, and addressing customer questions.

Responsible for the acquisition of consumer business through the effective use of leadership activities.

Participate in community involvement activities to increase bank outreach and foster new business client relationships at the banking center.

Identify opportunities to introduce customers to partners at appropriate moments.

Encourage referrals from client relationships and COI's.

Talent Leadership:

Develop and manage a high-performing team. Directly manage the day-to-day Human Resources processes for employees, including selection, training, performance management, disciplinary actions, individual career development, recognition, and retention.

Operational Risk:

Accountable for the compliance with applicable federal, state, and local laws and regulations; and Comerica policies and procedures. Recommend corrections when necessary.

Ensure completion of necessary compliance related training for the colleagues at their banking center(s).

Lead, coach, evaluate, and impact the overall management evaluation of operational and risk activities, and results within the Banking Center.

Approve transactions within authorities.

Manage the execution of opening / closing procedures.

Customer Experience:

Lead, manage and coach team to be able to assess customer and prospect needs and offer appropriate solutions.

Ensure all colleagues, demonstrate the knowledge and skills to execute on customer needs.

Proactively seeks to learn about new products, services, technologies, and customer service tactics; teaches others.

Educate and fulfill customer requests, routine and complex.

Resolve complex customer complaints.

Impact the customer experience by leading, managing, and coaching colleagues using the defined customer experience guidelines.

Partnership Activities:

Lead, coach, evaluate, and impact the overall management of colleague efforts involving Banking Center Collaboration, i.e., referrals and closed business and the activities that support partnerships.

Partner with defined Small Business Banker to grow business revenue and business customer experience.

Proactively identify opportunities to introduce customers to partners.

Qualifications

Bachelor's Degree from an accredited university OR 4 years of Financial Services experience

6 years of experience in consumer/business sales development

5 years of experience in management with staff development

1 year of experience utilizing Microsoft Office Products, including Word, Excel, and PowerPoint

We know our employees are critical to our overall success and we are dedicated to investing in their future. One of the ways we do this is to offer a comprehensive Total Rewards package designed to recognize and reward individual performance, as well support

health, well-being, development and security for our colleagues and their family. Total Rewards consists of cash compensation, development and flexible benefit programs designed to meet individual needs today and in the future. Your salary will be commensurate with your work experience and our programs are reviewed regularly to ensure each remain competitive. We are proud to offer benefits such as health and welfare programs, strong retirement benefits, and generous paid time off programs. You and your eligible family members, including domestic partners and their children, can participate in medical, dental, and vision benefits, 401(k) and pension, income protection benefits such as life insurance, AD&D, and supplemental health programs to offset unexpected health care expenses. We also have a variety of time off programs for things like vacation, sick time, disability, and parental leave. Eligibility for some programs varies based on employment status and tenure.

Upon offer, Comerica conducts a comprehensive background and fingerprint check.

NMLS certification requirement: where applicable, a favorable background check screening, credit check, fingerprint check, and NMLS certification is required in accordance with the SAFE Act.

Comerica Incorporated (NYSE: CMA) is a financial services company headquartered in Dallas, Texas, and strategically aligned by the Business Bank, the Retail Bank, and Wealth Management. Comerica's more than 9,000 colleagues focus on relationships, and helping people and businesses be successful. In addition to Texas, Comerica Bank locations can be found in Arizona, California, Florida and Michigan, with select businesses operating in several other states, as well as in Canada and Mexico.

Comerica is proud to be an Equal Opportunity Employer - veterans/individuals with disabilities, committed to workplace diversity.

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