

JOB DESCRIPTION – RETAIL ASSISTANT BRANCH MANAGER

REPORTING TO BRANCH MANAGER

General Function

Assist in managing branch on a day to day basis and providing a link between the part-time tellers and the branch manager. Ensure that the Store reaches its full performance potential through excellence in customer service by all employees, strict adherence to the retail and compliance manuals, and attention to CXI company policy as dictated in the handbook. Help manage the branch in the absence of the manager due to vacation, illness, etc.

Key Responsibilities

- ◆ Ensure staff follow practices and regulations in Retail Policy Procedure Manual
- ◆ Provide excellent customer service to Store's clients.
- ◆ Ensure Store reaches the maximum performance in line with the budget.
- ◆ Help to organize and ensure full training is carried out with all new employees.
- ◆ Ensure appearance of Branch is neat and tidy at all times
- ◆ Assist in ensuring adherence to CXI's retail security policies at all times.
- ◆ Communicate any staff issues to the Branch Manager and resolve accordingly.
- ◆ Help in all ways to control operation and staff costs in Branch.
- ◆ Ensure all Money Laundering and Compliance regulations are adhered to at all times.
- ◆ Ensure all Inventories are reconciled on a daily basis in line with procedures
- ◆ Coordinate with Branch Manager to help maintain adequate inventories of foreign and US Dollar currencies are maintained to support regular seasonal volumes
- ◆ Coordinate with Branch Manager to maintain sufficient stocks of foreign and US currency through wholesale inventory ordering.
- ◆ Keep accurate and detailed records of all transactions, expenses, and inventory levels for accounting purposes.
- ◆ Maintain excellent working relationship between CXI and the landlord for the facility we lease our branch location from
- ◆ Assist Branch Manager where needed in marketing the branch through referral flyer distribution, web marketing, and check cashing flyer distribution.

Skills Required

- ◆ Good people management skills
- ◆ Excellent interpersonal skills
- ◆ Excellent customer focus
- ◆ Good knowledge of how the business operates and Branch performance
- ◆ Ability to motivate staff and to influence their performance
- ◆ Ability to communicate effectively both internally and externally
- ◆ Commitment to achieving high work standards and service excellence
- ◆ Computer skills necessary to function effectively