

## **Job Description- Retail Branch Manager**

### **Reports to Regional Manager and AVP Retail**

#### **General Function**

Manage store on a day to day basis and provide link between the Store and CXI's main office in Orlando. Ensure that the Store reaches its full performance potential and manage its staff.

#### **Key Responsibilities**

- Provide excellent customer service to Store's clients (in-person, over the phone, and via email).
- Responsible for staff scheduling.
- Ensure Store reaches its maximum performance in line with the budget.
- Responsible for weekly inspections of the video surveillance equipment to ensure it is functional and recording.
- Ensure adherence to CXI's retail security policies at all times.
- Control operation and staff costs in Store.
- Ensure all inventories are reconciled on a daily basis in line with procedures.
- Ensure adequate inventories of foreign and US Dollar currencies are provided and maintained to support regular seasonal volumes.
- Maintain sufficient stocks of foreign and US currency through wholesale inventory ordering.
- Exchange currency from USD to Foreign Funds and Foreign Funds to USD in accordance with CXI policies and procedures.
- Perform marketing functions per CXI's marketing guidelines.
- Provide regular updates on the store activities to the V.P. Retail and Regional Manager.
- Keep accurate and detailed records of all transactions, expenses, and inventory levels for accounting purposes.
- Maintain excellent working relationship between CXI and the landlord we lease our store location.
- Organize new employee hiring and ensure full training is carried out with all new employees.
- Ensure staff follows policies and regulations in Retail Policy Procedure Manual.
- Ensure that staff understands all CXI procedures and regulations.
- Communicate and document any staff issues to HR, AVP, and Regional and resolve accordingly.
- Each Performance Corrective Action Form must be reviewed and completed utilizing the provided Guide. All signed document must be provided to the HR Department in a timely manner.
- Screen potential new employees and perform interviews as needed.

#### **Key Compliance Responsibilities**

- Ensure all Money Laundering and Compliance regulations are adhered to at all times.

- Properly trains all new retail hires in Compliance in accordance with BSA Regulations and CXI Corp policies and procedures.
- Conduct all retail transactions in accordance to BSA Regulations and CXI Corp's policies and procedures.
- Ensure all Compliance paperwork is sent to the Miami Vault on a weekly basis.
- Refer all suspicious activity that occurs at the retail locations within a 24-hour period to the Compliance Department using a SAR Referral Form.
- Ensure all transactions that exceed \$5000 US Dollars or generates an OFAC match are approved by the proper management.
- Assist Compliance in ensuring all training documentation is distributed to all Store employees in a timely fashion and returned within the designated timeframe.

### **Skills Required**

- Good people management skills
- Excellent interpersonal skills
- Excellent customer focus
- Good knowledge of how the business operates and Store performance
- Ability to motivate staff and influence their performance
- Ability to communicate effectively both internally and externally
- Ability to work to set profit and volume targets with a good knowledge of the budget
- Commitment to achieving high work standards and service excellence
- Computer skills necessary to function effectively