

Banking Manager

DESCRIPTION OF WORK: Positions in this banded class manage, plan, direct, coordinate, monitor and/or supervise the workflow for one or more of three banking units for the North Carolina centralized banking system: Specialized Banking Services Unit, Disbursement Account Services Unit or Special Bank Reconciliation Unit. Duties include ensuring operational, procedural and regulatory requirements are met. Employees in this role lead and manage banking operations, ensure compliance with Federal Reserve standards, State Banking regulations and agency policies, and ensure goals and objectives are met on a timely basis. Employees in this roll may also advise or assist with the development of strategic, financial or human resource planning. They research operational alternatives and analyze operational choices and make recommendations to achieve goals and objectives of the agency. They may undertake budget-monitoring activities and ensure accountability.

EXAMPLES OF COMPETENCIES: **CONTRIBUTING**

Knowledge-Professional: Considerable knowledge of professional banking/credit union techniques, practices and procedures, and may require knowledge of internal controls; skills in applying this knowledge. Considerable knowledge of state and federal banking regulations and statutes governing the area of work. Knowledge of applicable banking information technology and internal controls to meet work needs. Basic knowledge of supervisory practices and skill in supervising others, including communication skills, how to delegate and assign duties, how to deal effectively with difficult employees, how to evaluate performance and to participate in disciplinary actions. Basic knowledge Human Resources to include interviewing policies and procedures.

Program Supervision and Administration: Ability to assess employee competencies and conduct/participate in performance management reviews. Ability to coach and mentor staff. Ability to plan and assign work tasks. Ability to motivate employees and develop team commitment towards meeting the operational goals and objectives. Ability to identify and address quality of work and performance improvement issues for the unit. Ability to review work and written reports to ensure compliance with standards and requirements. Ability to guide staff in providing appropriate documentation to support conclusions. May require the ability to conduct and prepare work and written reports.

JOURNEY

Knowledge-Professional: Full knowledge of professional banking/credit union theory, techniques, practices and procedures and may require knowledge of internal control, financial or bank auditing; skills in applying this knowledge. Full knowledge of local, state and federal regulations and statutes governing the area of work. Knowledge of applicable information technology sufficient to independently perform duties. Knowledge to ensure integrity of information systems, internal controls and data, including recommending modifications as required. Considerable knowledge of supervisory practices and skill in supervising others, including communication skills, delegation and assignment of work, dealing effectively with difficult employees, evaluating performance and may assist or conduct investigations and participate in disciplinary

Critical Thinking: Ability to makes determinations based on facts. Ability to identify problems, report potential problems, and assess options. Ability to interpret delivery of service and compliance with local, state and federal regulations and standards. Ability to identify risk impact on program policy and procedure issues.

Change Management: Ability to demonstrate understanding of change management strategies and principles. Ability to communicate and implement new policies and procedures.

Communication: Ability to communicate with individual work units or entire organization on fiscal program elements. Ability to update existing communications. Ability to disseminate information on changes in policies, procedures, and protocols. Ability to prepare, organize, and review written reports according to documentation standards and requirements. Ability to guide staff in providing appropriate documentation to support conclusions. Ability to acquire basic understanding of working relationships with co-workers and others contacts in order to achieve work goals.

Customer Service: Ability to independently respond to inquiries from customers that require research and analysis.

Critical Thinking: Ability to analyze moderately complex situations. Ability to recommend solutions and options and to alert leadership to impact on program. Ability to recommend response to a moderately complex situation based on interpretation of local state and federal regulations and standards. Ability to recommend modifications to program policy and procedures to minimize risk.

Change Management: Ability to lead a transition from old to new programs at the unit level. Ability to participate in the development and implementation of goals and objectives.

Communication: Ability to communicate moderately complex fiscal/programmatic information outside of the organization. Ability to interpret fiscal rules and regulations internal to the organization. Ability to

actions. Working knowledge of Human Resources policies and procedures.

Program Supervision and Administration: Ability to coach and facilitate the enhancement of employee competencies as appropriate to the needs of the work unit. Ability to manage resources effectively to provide for employee training and growth, to meet the operational goals and objectives. Ability to address quality monitoring and performance improvement issues for the program or area of responsibility. Ability to review and approve work findings and written reports, often of moderate complexity. Ability to ensure that fiscal rules and regulations are interpreted correctly.

ADVANCED

Knowledge-Professional: Extensive knowledge of professional banking theory, techniques, practices and procedures and may require knowledge of generally accepted bank auditing principles; skills in applying this knowledge. Extensive knowledge of local, state and federal regulations and statutes governing the area of work. Thorough knowledge of the reliability of systems and internal controls. Knowledge to identify problems and changing requirements. Extensive knowledge of supervisory practices and skill in supervising others, including communication skills, how to delegate and assign work, how to deal effectively with difficult employees, how to evaluate performance and to conduct investigations and participate in disciplinary actions. Knowledge to mentor new supervisors. Knowledge of state government's Human Resources policies and procedures. Basic knowledge of strategic planning methodologies and practices.

Program Supervision and Administration: Ability to mentor, coach and manage the total competencies of staff in multiple organizational units or region. Skill in seeking sources and opportunities for employee training and growth. Ability to direct the management of program and staff resources. Ability to involve employees in strategic planning and implementation and in the development of policies and procedures. Ability to identify and address quality monitoring and performance improvement issues for fiscal services for the program or area of responsibility for multiple units or region. Ability to review and approve documents and reports of more complex or unique issues. Ability to effectively articulate written conclusions. Ability to ensure that fiscal rules and regulations are interpreted correctly, internal and external to the organization.

review and approve written reports, often of moderate complexity. Ability to ensure that fiscal rules and regulations are interpreted correctly. Ability to develop contacts and relationships with interested parties in achieving division/organizational goals.

Customer Service: Ability to demonstrate understanding of customer banking needs of the agency and coordinate with senior management decision-makers on an on-going basis to build and maintain positive relationships.

Critical Thinking: Ability to manage complex work situations. Ability to anticipate and remain alert to potentially problematic situations. Ability to resolve unusual problems. Ability to implement response to a situation based on interpretation of local state and federal regulations and standards. Ability to ensure implementation of program policy and procedure changes.

Change Management: Ability to lead the development and implementation of vision and mission statements. Ability to leads and direct the development and implementation of goals and objectives.

Communication: Ability to communicate major and/or complex situations and actions, internal and external to the organization. Ability to interpret rules and regulations internal and external to the organization and to serve as a technical resource in developing response to the media. Ability to document and report more complex or unique issues and effectively articulates written conclusions. Ability to ensure that fiscal rules and regulations are interpreted correctly, internal and external to the organization. Ability to develop and maintain professional working relationships in complex and/or difficult situations in order to achieve organizational goals.

Customer Service: Ability to regularly provide consultation and expertise to customers on banking support and internal controls.

MINIMUM TRAINING AND EXPERIENCE: Bachelor's degree in banking, business administration, business systems management, finance or a related discipline and four years experience in banking, credit union, or financial services, of which one year is supervisory; or an equivalent combination of training and experience. All degrees must be received from appropriately accredited institutions.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.