

Job Description

Job Title: Assistant Manager

Position Summary: Support the Branch Manager in the daily operation of the Branch Office.

Department: Branch Operations

Reports To: Branch Manager

Description:

- Provide customer service
- Enlist new or renewed customer business
- Maintain cash drawer accuracy and security
- Receive loan payments and post to customer accounts
- Prepare and handle office deposits, maintain accuracy of receivables
- Prepare and process loan applications
- Close approved loans
- Perform collection activities on delinquent accounts by any of the following; telephone, written, or customer home visits
- Assist with the development and training of all new personnel
- Help in maintaining compliance with company policies and procedures
- Maintain accurate filing and record keeping system
- Assemble and prepare reports for remittance and branch record keeping
- Maintain up to date and accurate customer records at all times
- Continued development and training for managerial skills

Minimum Requirements:

- High School Diploma or equivalent
- Prior experience with customer service
- Computer skills, 10 key calculator proficiency, knowledge of fax and copier machines
- Working knowledge of State/Federal lending regulations
- Valid Driver's License, acceptable driving record, and access to reliable transportation for business use
- Ability to qualify for a limited sub-agent insurance license, if applicable