Now Hiring - Retail Banking Director

About the Role

The Retail Banking Director is responsible for executing the strategic direction, growth, profitability, service quality, and operational effectiveness of the bank's retail banking function. This leader oversees the branch network, deposit growth, customer experience, sales and service practices, project management, and related delivery channels. The role balances sustainable growth with strong risk management, regulatory compliance, community engagement, and the relationship-focused values of a community bank.

Key Responsibilities

- Lead daily retail operations, including staffing, customer service, and operational efficiency.
- Supervision and Management responsibilities of retail staff across all branches.
- Develop and execute retail banking strategies, products, and services that align with bank-wide goals.
- Coach, train, and develop retail employees.
- Promote a sales and service culture by identifying cross-selling opportunities of the bank's products and services.
- Represent the bank through community and civic involvement, business development, and professional relationships with customers and local businesses.
- Work with senior management and marketing to support staffing plans, contingency strategies, market growth, and branch objectives.
- Lead growth of consumer and small-business deposits, fee income, and household relationships.
- Establish pricing, product, and market strategies in partnership with finance, lending, marketing, operations, and risk leaders.
- Advise the President and executive leadership team on retail performance, products, market opportunities, competitive conditions, and emerging risks.
- Translate enterprise goals into clear retail objectives, operating plans, performance measures, and accountability standards.
- Champion practical digital solutions and process improvements.
- Maintain compliance with bank regulations, Bank Secrecy Act/Anti Money Laundering, OFAC, and Privacy Laws.

Qualifications

- Bachelor's degree in business, finance, accounting, or related field; or combination of relevant community banking experience required.
- Ten+ years of progressively responsible banking experience, including substantial retail banking leadership experience (preferred).
- Five+ years of experience leading managers, multiple locations, or a comparable distributed team (preferred).
- Demonstrated success in deposit growth, customer relationship development, branch retail performance, operational improvement, and talent development (preferred).
- Working knowledge of banking regulations, deposit operations, bank financial drivers, and risk management practices (preferred).
- Strong understanding of fraud prevention, compliance requirements, and internal controls.
- Proficient with Technology and Microsoft 365 products, including Outlook, Word, & Excel.

Ideal Candidate

The ideal candidate is a professional, service-focused leader who exercises sound judgment, communicates clearly, meets deadlines, and solves problems. This individual should be able to confidently lead a team, develop staff, support business growth, and maintain a strong culture of compliance, accountability, and community engagement.

Company Benefits Include

Paid Vacation, Paid Holidays, Personal Time Off, Long Term Disability, Spousal Disability, Health & Dental Insurance, 401k, Life Insurance, and bank related educational and training opportunities.

Physical and Work Requirements

This position generally operates in a professional office and banking environment. The employee must be able to communicate effectively, use standard office technology, and travel between locations. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions.

How to Apply

Submit your resume to hr-jobs@altamaha.bank
Full Job Description will be provided to all applicants. Altamaha Bank is an Equal Opportunity Employer.