Assistant Branch Manager

Manhattan, KS | Full-Time | In Person | Retail | Exempt

Join Our Manhattan East Team
Bank of the Flint Hills is looking for a people-focused, dependable leader to join our Manhattan East team as Assistant Branch Manager. This is a great opportunity for someone who enjoys coaching employees, solving problems, building customer relationships, and helping a branch operate at its best.

About the Role

The Assistant Branch Manager supports the Branch Manager in the daily operations of the branch while helping lead a high-performing, customer-focused team. This role provides hands-on support across teller operations, new accounts, customer service, staff coaching, consumer lending, and branch administration. The Assistant Branch Manager also serves as the branch leader in the Branch Manager's absence and helps ensure the team delivers exceptional service while following bank policies, procedures, and regulatory requirements.

What You'll Do

- Support daily branch operations including teller services, new accounts, customer service, vault activities, and branch balancing.
- Supervise, coach, and support frontline retail staff, including Personal Bankers and Customer Service Representatives.
- Assist with hiring, onboarding, training, scheduling, performance feedback, and employee development in partnership with the Branch Manager and HR.
- Serve as the acting branch leader in the Branch Manager's absence and help maintain a positive, accountable, and team-oriented workplace.
- Engage directly with customers to resolve complex service matters and identify appropriate banking products and services.
- Assist with consumer loan origination, processing, documentation follow-up, and related lending support.
- Monitor operational accuracy, account documentation, reports, and exceptions while supporting compliance and internal control requirements.
- Support branch sales, customer experience, and relationship-development goals through proactive service and leadership by example.
- Represent Bank of the Flint Hills at community events and help build strong customer and business relationships in the Manhattan market.

What We're Looking For

- Strong knowledge of retail banking operations, products, and customer service expectations.
- Excellent leadership, communication, coaching, and interpersonal skills.
- Ability to manage multiple priorities, make sound decisions, and remain organized in a fast-paced environment.
- A customer-first mindset with strong problem-solving skills and professionalism.
- Proficiency with Microsoft Office and core banking systems, with the ability to learn new tools and processes.

- A positive, collaborative leadership style with the ability to maintain confidentiality and handle sensitive situations professionally.

Education & Experience

- Bachelor's degree in Business Administration or a related field preferred; relevant banking experience may be considered in lieu of a degree.
- Minimum of 1-2 years of branch or supervisory experience in banking or financial services.
- Experience with consumer lending, employee coaching, or staff development is a plus.

Why Bank of the Flint Hills?

At BFH, our core values guide how we work, serve, and grow together. We believe we're Better Together, Built to Serve, committed to Being Our Best, and Never Stuck. We're looking for someone who wants to lead by example, support their team, serve our customers well, and be part of a bank that cares about the communities we call home.

Ready to Join Our Team?

We'd love to hear from you! Please submit a completed employment application and your resume to **hr@bfh.bank**

Bank of the Flint Hills is an Equal Opportunity Employer. We are committed to creating an inclusive environment for all employees.