



# FORTRESS BANK

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## Position Description

**Job Title:** Banking Center Manager

**Division:** Retail

### **Job Summary:**

The Banking Center Manager serves as the leader of the Banking Center with a strong focus on business development, relationship management, and community engagement. This position is responsible for driving deposit growth, expanding customer relationships, and identifying opportunities to connect customers with Fortress Bank products and services that meet their financial needs.

The Banking Center Manager actively develops new business through networking, community involvement, customer outreach, and proactive calling efforts while fostering a culture of relationship-building throughout the Retail team. In addition to growth and business development responsibilities, this role oversees daily branch operations, ensures compliance with Bank policies and regulations, and leads the development of Retail staff through coaching, scheduling, performance management, and training. The Banking Center Manager is accountable for delivering exceptional customer service, supporting branch performance goals, and promoting Fortress Bank within the communities we serve.

### **Duties/Responsibilities:**

- Opens qualifying new consumer accounts in accordance with Fortress Bank policy.
- Identifies opportunities to deepen customer relationships through referrals and product recommendations while coaching team members on consultative sales practices.
- Manage customer outreach initiatives including maturing CDs, expiring debit cards, inactive bill pay relationships, and deposit promotions.



# FORTRESS

## BANK

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- Monitor branch performance and support achievement of deposit growth, referral, and customer service goals.
- Serves as an expert for digital banking services, including online banking, mobile banking, and related customer support.
- Collaborates with other departments to meet and exceed customer needs.
- Understand and abide by policies, procedures, and regulations to minimize risk.
- Promote a culture of compliance by ensuring adherence to Bank policies, procedures, BSA/AML requirements, and applicable regulations.
- Maintain branch marketing materials and ensure promotional campaigns are effectively displayed and communicated.
- Leads business development activities to support deposit growth, relationship expansion, and community engagement.
- Participate in networking events, community activities, and business development initiatives.
- Supervises, coaches, and schedules Retail staff to ensure efficient operations and exceptional customer service.
- Conduct performance reviews and provide ongoing coaching and development for Retail staff.
- Recruit, onboard, and develop team members in partnership with Human Resources.
- Saturday coverage rotation.
- All other duties as assigned, including serving as backup to Tellers and Customer Service Specialists.

### **Required Skills/Abilities:**

- Excellent verbal and written communication skills.
- Strong interpersonal skills and comfort with consultative sales and relationship-building activities.

Updated: 2026  
By: Becky Kelly



# FORTRESS

## BANK

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- Strong interpersonal, analytical, & problem-solving skills.
- Ability to confidently exercise sound judgment and continue to learn new skills/programs.
- Ability to function well in a fast-paced environment and manage time efficiently.
- Proficient with Microsoft Office Suite or related software.

### **Education and Experience:**

- Bachelor's degree in business, finance, management, or a related field preferred.
- Minimum of 3-5 years of banking experience required.
- Prior supervisory, leadership, or management experience preferred.
- Demonstrated experience in customer relationship management, business development, and employee coaching preferred.

### **Physical Requirements:**

Prolonged periods of sitting or standing and working on a computer.

Required travel for trainings and business development events. Willingness to travel to other Banking Centers for coverage strongly preferred. Mileage reimbursement available.

Ability to occasionally lift up to 50 pounds (coin bags).

**Starting range: \$47,000 – \$62,000.** Actual compensation will be based on education, experience, qualifications, and demonstrated skills.

Qualified individuals may apply at any of our branch locations or submit a resume to Becky Kelly at [BKelly@bankfortress.com](mailto:BKelly@bankfortress.com).



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Fortress Bank conducts pre-employment testing for use of illegal drugs, including use of marijuana, cannabis, or any derivation of the drug, which is designated as illegal by the U.S. Government.

Equal Employment Opportunity Employer M/F/D/V

Job Type: Full-time

Location: Macomb, IL