



CITY STATE BANK

**WE'RE  
HIRING**



## **Branch Retail Supervisor**

COLONIAL PKWY - NORWALK, IOWA

### DESCRIPTION OF POSITION:

1. Manage branch retail staff. Provide daily guidance and support, ensuring proper coverage, efficiency, and customer satisfaction. Ensure compliance with departmental goals and objectives.
2. Build and maintain strong relationships with customers in the Norwalk community, fostering customer growth and retention.
3. Performs intermediate duties and support related to branch activities and financial services by tending to customer needs at an outstanding service level.
4. Assist customers in their selection of various accounts and financial services, cross-sell the Bank's products and services, and open, maintain and close all account types.
5. Represent the Bank in various community, civic and community reinvestment functions to assist the Bank in establishing and maintaining market position in the community.

### JOB SKILLS AND QUALIFICATIONS REQUIRED:

- High School Diploma or equivalent required.
- 3-5 years of experience in a related banking role; management experience preferred.
- Knowledge of banking procedures, regulations, products, and services.
- Excellent communication and customer service skills.
- Strong skills in organization, multitasking and attention to detail.

### TO APPLY



Stop in to pick up an application at any of our bank locations.



Email completed application to Patty Olson at [polson@citystatebank.com](mailto:polson@citystatebank.com)



For questions, call Patty Olson at 515-981-1244