

Farmers State Bank of Elmwood

Retail Manager (Teller Supervisor)

Location: Elmwood, IL

Employment Type: Full-Time

Position Summary

If you want a community minded business to call home, then keep reading!!

We are seeking a motivated and detail-oriented **Retail Manager** to lead our frontline banking team. This role is responsible for overseeing daily teller operations, ensuring compliance with bank policies and regulatory requirements, and delivering exceptional customer service. The ideal candidate is a strong leader with a positive, **“can-do”** attitude who thrives and believes in community.

Key Responsibilities

Leadership & Operations

- Supervise, coach, and support teller staff to ensure high performance and professional growth
- Promote a positive team culture focused on service excellence and accountability
- Create and manage staff schedules to ensure appropriate coverage
- Serve as a teller when needed to support daily operations

Customer Service & Relationship Building

- Open, modify and close customer accounts
- Resolve customer issues efficiently and professionally
- Proactively identify customer needs and recommend appropriate bank products and services
- Promote and market bank services to strengthen customer relationships
- Identify and market new products and services

Compliance & Risk Management

- Ensure adherence to all bank policies, procedures, and regulatory requirements

- Oversee and manage the Bank Secrecy Act (BSA) program
- Assist with and participate in internal and external audits
- Maintain strict confidentiality of customer and bank information
- Ensure compliance with all State and Federal banking regulations

Training & Development

- Identify training needs and provide ongoing development opportunities for staff
- Coach and counsel employees to support growth and performance improvement
- Participate in required training and recommend additional training as needed

Collaboration & Additional Duties

- Serve on internal bank committees as assigned
 - Partner with IT Manager to identify and address technology needs
 - Support continuous improvement of processes and procedures
-

Qualifications & Skills

- Strong problem-solving and decision-making abilities
 - Friendly, personable demeanor with a customer-first mindset
 - Excellent verbal and written communication skills
 - High level of attention to detail and accuracy
 - Ability to handle confidential information with discretion
 - Strong organizational and multitasking skills in a fast-paced environment
 - Proficiency with computers and banking systems
 - Ability to perform basic arithmetic and accurately handle cash transactions
-

Requirements

- High School Diploma or GED
- Associate Degree (not required)

- Supervisory Experience (not required)
-

Benefits & Compensation

- Health Insurance
 - Life Insurance
 - Paid Time Off (PTO)
 - Disability Insurance
 - Ongoing Training and Professional Development Opportunities
 - Hourly Wage: \$17.00-\$25.00 per hour, based on experience
-

Why Join Us?

When you choose to work at Farmers State Bank, you choose to bank and work with real people with real expertise who are invested in you and the community. Our community pride is instilled in us because we work beside our neighbors, friends, coaches and fellow community members.