

Job overview

District Manager

WELLS
FARGO

Our vision:

“We want to satisfy our customers’ financial needs and help them succeed financially.”

- *The Vision and Values of Wells Fargo*

What a District Manager does

District Managers motivate, coach, and support the objective of providing outstanding customer service and performance by leading a team of branch managers in retail banking locations. This includes working and strategizing with branch managers to create a vision and plan that focuses on customer service and meeting the needs of our customers based on their financial needs. District Managers coach, train, and develop branch and service managers around soundness and efficiency in branch operations, implementation of branch performance objectives, diagnosing performance problems, addressing human resources and team management issues, and delivering exceptional customer service. They also coach managers and partner with other Wells Fargo lines of business to deepen customer relationships.

How a District Manager helps contribute to the success of a branch

Create and implement action plans that will contribute to the overall success of a branch:

- Assess the capabilities and opportunities at each branch to create and implement specific actionable plans to improve branch performance
- Set clear expectations on the vision behind the action plans and communicate the vision
- Engage with the team to discuss ongoing performance, identify opportunities, and address complex situations
- Ensure regulatory compliance policies and procedures are met and work with branch managers to address potential deficiencies

Coach and develop managers:

- Spend time within individual branches to actively observe and coach service and branch managers on key aspects such as customer service
- During branch visits, support and observe to ensure team members and resources are being leveraged appropriately (i.e. proper coverage by having the right staffing in the right place at the right time)
- Provide managers with opportunities to learn and contribute on projects for development of skills that help them with their professional progress at Wells Fargo
- Work through complex human resource issues (such as terminations and other challenging employee relations issues) with managers to determine the appropriate next steps
- Through role-modeling, teach managers how to develop innovative and creative ways (such as individual and team recognition, team building activities, and team spirit activities) to encourage, inspire, motivate, and support their teams

Align and communicate corporate-wide and regional banking initiatives:

- Clearly communicate how each initiative aligns with Wells Fargo’s Vision & Values as well as the performance objectives of the branch
- Support and assist managers in prioritizing and creating a plan to effectively respond to change and support ongoing initiatives while maintaining focus on customers and branch objectives

Be a part of the community:

- Actively participate in local community events, committees and business groups
- Teach branch managers the importance of representing Wells Fargo in the local community

Together we’ll go far



What you can expect from us

Our next big investment is in **you**. At Wells Fargo, we value and support our people as a competitive advantage. We work to attract, develop, engage and retain team members who reflect the diversity of the customers and communities we serve. We say “team members”, not “employees”, because our people are a treasured resource to be invested in, not expenses to be managed – and because teamwork is essential to our success in helping customers.

At Wells Fargo, each person is valued for individual skills and talents, has the opportunity to fulfill personal ambitions, and contributes to the success of the company. That’s why, in addition to ongoing coaching and career development, Wells Fargo provides all eligible team members with a comprehensive set of benefits designed to protect their physical and financial health and to help them make the most of their financial future.



About us

Wells Fargo & Company is a nationwide, diversified financial services company with \$1.9 trillion in assets. Founded in 1852, Wells Fargo provides banking, insurance, investments, mortgage, and consumer and commercial finance service through more than 8,600 locations, more than 13,000 ATMs, online ([wellsfargo.com](https://www.wellsfargo.com)), and mobile devices.

At Wells Fargo, we embrace our responsibility to be a leading corporate citizen – socially, economically, and environmentally – and the opportunity to create more resilient, sustainable communities through our operations and actions.

Wells Fargo’s brand is supported by principles to deliver on our purpose and promise to work together to differentiate us from our competitors:

- Relationships that last a lifetime. We know our customers and care about them as individuals. In every interaction with us, they feel understood, recognized, and supported through their financial journey.
- Expertise and guidance to help our customers make confident decisions. We provide guidance and options so that customers can make informed choices.
- Going the extra mile to do what’s right. We put the interests of customers and communities first in all we do. We come through for them so they know we are there in good times and bad. We work to make their lives easier.



Investment and Insurance Products ► NOT FDIC Insured ► NO Bank Guarantee ► MAY Lose Value

Relevant military experience is considered for veterans and transitioning service men and women.

Wells Fargo is an Affirmative Action and Equal Opportunity Employer, Minority/Female/Disabled/Veteran/Gender Identity/Sexual Orientation.

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