



Position Title: Branch Manager

Summary:

Manage a Credit Union branch office in providing quality service to new and existing members in account transactions, loan applications and new accounts. Accountable for day-to-day operations. Reports directly to VP of Operations.

Duties and Responsibilities:

1. Maintain a highly motivated, well-trained staff.
2. Ensure that the branch is in compliance with credit union regulations and procedures, and federal and state laws and regulations set forth by the National Credit Union Administration and other regulatory agencies.
3. Evaluate the job performance of branch office staff to ensure quality of work and service to members.
4. Schedule branch staff to ensure efficient branch operations.
5. Cross-train branch staff to maximize member experience and promote member retention. Provide coaching and counseling to branch personnel to optimize employee sales and service capabilities.
6. Assist staff and members in resolution of complex account issues
7. Monitor and report on branch activities, including number of new memberships, transaction volume, teller errors, loan volume, product sales and new accounts.
8. Monitor key products and sales within the branch to ensure both profitability and high quality member experience.
9. Maintain an active role in the community and within the credit union network to promote the credit union and develop new business and membership opportunity.
10. Monitor and manage the security and safety of the branch on an on-going basis.
11. Engage staff by promoting cooperation and team work to ensure a smooth member experience.
12. Assist in setting branch sales goals based on overall credit union goals.
13. Must be capable of filling in for all branch roles when needed.
14. Work closely with Compliance Department to ensure that branch employees have the tools and knowledge needed to provide a high quality member experience.
15. Other duties, as assigned.

Education:

Requires a high school diploma or equivalent knowledge of English, Mathematics, & Grammar.

Experience:

Requires 4 years of customer contact experience and at least two years of supervisory experience.

Additional Knowledge, Skills, & Abilities, Licenses, etc.:

Ability to communicate well, verbally or written, with co-workers, customers, community members and management.

Ability to comply with company and industry operating, safety standards, rules and regulations.

Physical Requirements:

Ability to exert up to 10 pounds of force occasionally, and/or a minimal amount of force frequently to lift, carry, push, pull, or otherwise move objects.

Ability to sit and/or stand for long periods of time.

Ability to demonstrate and apply manual dexterity to operate office equipment and handling of cash.

Ability to view computer monitor or laptop screen for extended periods of time.

Ability to work with confidential information, materials, and files appropriately, professionally, & discretely.

Working Conditions:

Office Environment

Ability to adapt easily to changing work schedules.

Travel to branches may be required.