

Job Description

Our Mission is to provide financial advantage to our membership in a way that promotes their overall quality of life.

Position Title:	Branch Manager Madison		
Reports To:	VP of Operations		
FLSA:	Exempt	Salary: \$58,656.00- \$78,880.00	

Primary Purpose:

Accountable for day to day operations. Guide and Manage the Branch by providing quality service to members in account transactions, loan applications, and new accounts. Solve problems within established policies and guidelines. Provide support, training and guidance to staff. As Manager, you will be exposed to and expected to be able to perform the following duties.

Duties and Responsibilities:

- Maintain communication between the branch and management by preparing daily, weekly, and month-end reports regarding operations and productivity.
- Maintain a highly motivated, well-trained staff. Maintain effective employee relations.
- Recommend, implement and supervise the budget for the branch.
- Apply and evaluate operational policies and procedures for the branch. Formulate recommendations and provides feedback to management regarding operational policies and procedures.
- Ensure the branch is in compliance with federal laws and regulations set forth by the National Credit Union Administration and other regulatory agencies.
- Evaluate the job performance of branch office staff by performing reviews and coaching sessions in order to ensure the quality of work and service to the membership.
- Ensure the credit union is adequately staffed with competent employees. At times set in on the interview hiring selections.
- Work with internal auditor to ensure compliance with internal controls. If weaknesses are identified, reports them to the internal auditor.
- Monitor branch activity, including number of transactions, number of loans, errors, personal sales, and new accounts.
- Manage the security and Safety of the branch. Analyze and monitor security and safety policies and procedures on an on-going basis. Alert staff of any changes. Ensure staff receives on-going training on security all emergency plans.
- Alert staff of any policy/security changes.
- Schedule, supervise, and motivate branch staff in an effort to maintain optimal member service satisfaction levels.
- Conduct loan interviews. Process, approve and/or close loans. (cannot approve at this time)
- Monitor branch operations to ensure a consistent, professional approach and that all opportunities for business are being maximized.
- Assist staff or members in solving complex account problems.
- Create and maintain a cross-selling environment within the branch. Train employees to maximize opportunities to sell products.
- Provide training to staff in regard to operations and policies.
- Coach staff to fulfill business plan goals.
- Represent and promote the Credit Union within the business community.

Other:

- Complete projects on a timely basis as assigned by management

- May perform duties of Universal Employee on an as needed basis
- Cross-sell credit union products/services.
- Resolve member complaints as they occur
- Perform other various duties as assigned.

Basic Qualifications:

Education

Associates Degree or commensurate experience with advance training in Credit Union operations. High School degree required.
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Experience/Knowledge

Experience in Credit Union operations and sales experience. Three to four years in a Supervisory capacity is required.
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Certifications/Licenses/Registrations

Valid driver's license required

Preferred Experience/Qualifications:

Bachelor's degree in Finance, Business, or Economics
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Technical Competencies:

Strong oral and written communication skills
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Strong organizational skills

Good leadership and supervisory skills
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Aptitude to read, interpret, and implement applicable regulations and laws
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PC proficiency

Ability to work with cross functional groups
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Ability to develop and implement programs for continuous improvement
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Ability to motivate staff

Ability to handle confidential/sensitive information in a professional manner

Ability to manage multi-functional tasks
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General knowledge of verbal and written communications for maintaining effective working relationships with all employees

Physical Requirements & Work Environment:

Sitting at desk or workstation approximately 70 percent of work time. Standing and walking approximately 30 percent of work time.

Ability to work extended hours and weekends.
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Normal Credit Union environment.

Ability to lift 20 lbs. occasionally

Ability to travel to other branch locations

Ability to travel for business related matters
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