



POSITION DESCRIPTION

- Position:** Branch Manager
- Department:** Operation
- Salary:** \$18.62 - \$26.82
- Purpose:** Direct operations of branch to ensure effective and efficient operations, quality of member service, and compliance with regulations, policies, and procedures for branch. Participate in the strategic planning and management for branch office.
- Scope:** Under the direct supervision of the V.P. of Operations/Branch Coordinator, incumbent is responsible for managing the operations of the branch by monitoring the facility needs. This position is responsible for overseeing all audit functions within the branch. Must comply with applicable statutes and regulations including, but not limited, to the Bank Secrecy Act, the USA Patriot Act, and follow all policies and procedures set forth by the credit union.
- Reports To:** V.P. of Operations/Branch Coordinator
- Supervises** Approximately 7 to 10 employees
- Machine Skills:** P.C. with windows environment, Copy Machine, 10 Key and Scanner.
- Job**
Specifications: High school graduate or equivalent. College coursework preferred. Strong communications and personnel management skills required. Five years of financial institution experience plus two years related supervisory, or management skills required.
- Physical**
Requirements: Must be capable of lifting up to 25 pounds. Job requires frequent viewing of computer screen, continual eye coordination and hand/wrist movement and finger manipulation. Must be able to sit for long periods of time as well as stoop, bend and reach overhead.

Duties &
Responsibilities:

- Participate in the credit union's long-term and short-term strategic planning as it relates to branch
- Develop a plan for new member acquisition and provide tactical steps for implementation
- Communicate goals and direction with branch staff to ensure clear understanding of requirements and expectations
- Maintain efficient flow of incoming traffic phone calls and walk-in traffic
- Coordinate building and equipment maintenance
- Hire, train and supervise Member Service Supervisors
- Hire and oversee MSR I-III's indirectly
- Assist in the development of training for branch personnel
- Monitor performance standards of Operations staff; provide coaching and mentoring to support and develop the staff
- Create and maintain a cross-selling environment within the branch
- Competently perform all duties of Receptionist/Phone Attendant, MSR I-III and Member Service Supervisor as necessary
- Performs all monthly audit functions and prepares reports accordingly
- Perform secure opening/closing procedures
- Maintain dual control procedures
- Coordinate activities to implement the credit union's policies, procedures, and practices in daily operations serving as an expert on the credit union products, services, and policies.
- Ensure the security and safety of the branch
- Maintains IRA product knowledge and acts as an in branch administrator reviewing all IRA documentation
- Monitor branch activity: number of transactions, volume, MSR errors, MSR sales and new accounts
- Review, maintain and monitor commercial account documentation
- Assists staff and members with in solving complex account problems
- Performs work as requested by the supervisor
- Ability to maintain good working relationships with co-workers, supervisor, management, department head staff and various agency personnel
- Ensures that work area is clean, secure, and well maintained
- Other duties as assigned

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonable accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at will employer. Employees can be terminated for any reason not prohibited by law.