

Branch Supervisor- Atlanta, Georgia

Credit Union: APCO Employees Credit Union

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Phone: 1-800-249-2726; Ask for the HR Department.

Fax:404-506-3787 Attn: HR Department

This is a full-time Branch Supervisor position located in the Atlanta, Georgia area.

The Branch Supervisor is responsible for the day-to-day operations of a branch location and must be familiar with the Credit Union's lending policies and procedures. The Branch Supervisor reports to the Lending Supervisor but will work with other departmental managers and receive direction from the COO and Lending Manager as needed. This position is responsible for the direct supervision of a Member Service Representative (teller).

The position is responsible for the first impression made on members when they enter a Credit Union branch location. The Branch Supervisor ensures that members receive quality service from entrance, throughout the transaction and exit. The Branch Supervisor provides lending information and services and product sales and services to members with direct impact on credit union revenues.

Key Responsibilities:

- Oversees a Member Service Representative at given branch location
- Interacts with the member and addresses all questions and concerns
- Implements all management approved decisions to branch
- Monitors and coaches employee daily
- Cross-sells all Credit Union products and services
- Handles branch lending duties as needed, including underwriting loans
- Ensures compliance and security in operational procedures and policies
- Prepares all branch reports for submission to management
- Performs branch audits and cash counts
- Performs member transactions as needed
- Responsible for opening new accounts and modifying existing accounts as needed
- Responsible for training Member Service Representative to identify new account and loan opportunities

Essential Qualifications and Competencies:

- Bachelor's degree or equivalent related experience required
- 3-5 years experience in a banking or financial setting required
- 1-2 years leadership experience required
- Ability to supervise, lead, and direct a team
- Must have excellent customer service skills
- Ability to communicate eloquently via spoken word or written text
- Knowledge of financial institution operations
- Must have knowledge of Credit Union lending policies and procedures
- Must be detail oriented
- Proficiency in Microsoft Office and Adobe Creative Suite applications
- Ability to multitask and focus on numerous projects simultaneously

ADA Section:

- Exerts up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time as well as picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand
- Expressing or exchanging ideas by means of spoken word
- Perceiving the nature of sounds at normal speaking levels with or without corrections. Ability to receive detailed information through oral communication and to make the discriminations in sound
- Substantial movements (motion) of wrists, hands, and/or fingers
- The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and extensive reading
- The worker is not substantially exposed to adverse environmental conditions (typical office or administrative work)

This job description is not intended to provide an all-inclusive listing of related job activities. Associates may be requested by management to perform other related activities in place of or in addition to those representative activities noted in this job description.

APCO Employees Credit Union is proud to be an Equal Employment Opportunity and Affirmative Action employer. We do not discriminate based upon race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.