

Job Title

Branch Manager SR

Short Description

The Branch Manager SR / II provides leadership and oversight to a branch with total average monthly transactions in excess of 5000, a percentage of which are from shared branching, and is responsible for significant relationship development activities within the community to promote the attraction of new members.

Full Description

Purpose: The primary purpose of this position is to assist Atlanta Postal Credit Union to live out our Mission, "To help our members achieve financial success by providing exceptional products and service."

The Branch Manager II provides leadership and oversight to a branch with total average monthly transactions in excess of 5000, a percentage of which are from shared branching, and is responsible for significant relationship development activities within the community to promote the attraction of new members.

Essential Duties and Responsibilities: Other duties may be assigned

Deliver outstanding service to both internal and external members that is in alignment with our Service Promises:

- I promise to be mindful of your time with fast, efficient, courteous, and friendly service.
- I promise to demonstrate integrity in all my interactions.
- I promise to always treat you with dignity and respect.
- I promise to work with fellow employees throughout the credit union to ensure you receive the best possible products, service, and solutions.
- I promise to safeguard the security and confidential nature of your financial information.
- I promise to greet you with a smile and thank you for your business when your transaction is completed.
- I promise to deliver on our mission to help you achieve financial success by providing exceptional products and service.

-Provides day-to-day oversight and management of the staff to ensure efficient and effective branch operations ensuring that members are greeted properly, and service needs are addressed professionally and expediently.

-Accepts accountability for the overall presence and cleanliness of the branch and is responsible for timely notification to facilities for items in need of attention or repair.

Responsible for staff adherence to member service, compliance, safety, and other policies and procedures.

-Manages time and attendance for branch staff;
Responsible for scheduling of hours worked to ensure adequate staffing for the operational hours of the branch.
Responsible for the interviewing, hiring, planning,

assignment of work tasks, management of performance standards, expectations, and sales or referral goals for the entire branch staff.

-Maintains up to date product knowledge; has a full understanding of the features and benefits of the products and services offered by the credit union.

-Drives for results and ensures that all staff members are engaged in member relationship building assignments.

-Meets established cross-sale and business development goals through extensive community involvement and visibility and through management and coaching of staff to have needs-based conversations with members.

-Exhibits a thorough knowledge of all APCU branch transactional policies, procedures, processes, and overall checks and balances and holds staff accountable to the standards and expectations of each.

-Accepts responsibility for keeping front-line staff informed of operational, transactional, or procedural changes and the timely implementation of said changes into the operational processes and procedures at the branch.

-Establishes appropriate override permissions for all staff in accordance with APCU processes and procedures.

-Ensures that all staff is trained, and fully understands branch policy associated with check holds, the waiving or refunding of service fees, consistent use of Symitar transaction codes, and in any other decisions related to member transactions or member services.

-Partners with and collaborates with other branches or other departments within operations in order that the member's transactional or service needs may be met; Ensures staff follows all hand-off or referral procedures.

-Serves as a resource for assisting members with credit card and loan requests.

Works with a sense of urgency and advocates for swift resolutions to member complaints.

-Responsible for the assurances and staff accountabilities associated with the preparation of currency orders, maintenance of teller cash at required branch levels, incoming currency shipments, teller losses, and associated corrective action, ATM balances, balancing of teller drawers, etc.

-Assists internal and external auditors during periodic audits.

-Effectively uses written and oral communication skills in daily correspondence and completion of tasks.

-Maintains credibility and positive working relationships across all levels of employees, managers, and executives within the organization.

-Complies with all aspects of BSA/AML and OFAC regulations and Bank Secrecy Act as they relate to this position.

Attend ongoing training as needed, including on and off-site workshops and webinars to maintain a prominent level of knowledge related to the position.

less than 5% overnight travel

-Other duties as assigned.

Supervisory Responsibilities: Directly supervises up to 12 branch employees. May manage other day-to-day task through indirect reporting relationships or through a matrixed management approach.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/pr ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

REQUIRED EDUCATION and/or Experience:

A bachelor's degree in business, business administration, or related field of study; 2 years relative work experience in lieu of degree

4 years specific work experience in banking, financial services, or credit unions

3 years of specific supervisory experience in a bank or credit union

Proficiency with Microsoft Office products

PREFERRED EDUCATION and/or Experience:

4 years of experience as a Branch Manager or Assistant Branch Manager in a bank or credit union

Prior experience with Symitar, and Meridian Link

Physical Job Requirements:

Must be physically able to operate a variety of automated office machines such as calculator, computer, printer, facsimile, telephone, copier, etc. Must be able to stand and sit regularly, bend and stoop as needed, see objects up close or at a distance, use peripheral vision. Must be able to lift and/or carry weights of 5 to 25 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The requirements for the position listed are general and are not all inclusive. If you have any questions concerning this position, please contact Human Resources.

Please note that an employment offer, and your continued employment, are contingent upon acceptable results of a background and credit check, as well as satisfactory proof of your right to work in the U.S.

Education

Bachelor's degree, or 2 years relative work experience in

lieu of degree

Additional Comments

Credit Union APCU Center Parc Credit Union (Atlanta Postal Credit Union)

State Georgia

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