

**CHAMPIONS FIRST CREDIT UNION  
BRANCH SUPERVISOR – TALLAHASSEE, FLORIDA  
Job Posting**

**THE CHAMPION'S CHOICE**

Champions First Credit Union, the Champion's Choice, is seeking an ambitious team player who will be a champion for our members and play a leading role in maximizing their financial well-being.

Are you looking for a fulfilling career with a forward thinking, collaborative team where you are not only leading the charge but being coached to reach your full potential? Ready to join our winning team? [Apply online today!](#)

**General Summary**

Responsible for assisting the VP of Operations in the overall management of the activities of an assigned Credit Union branch. Strives to maximize member financial well-being by meeting or exceeding production and service expectations either personally or through effective coaching of branch employees. Responsible for overseeing the administration and development of assigned branch. Assists with the implementation and coordination of appropriate policies, procedures, and training to ensure efficient and effective Branch operations. Supervises business performance and promotes optimal and cost-effective operations. Ensures that members are promptly and professionally served. Supervise and appraise direct reports, including Tellers, Member Service Specialists and Financial Service Representatives. Ensures that branch operations are in accordance with established policies, procedures, and legal requirements.

**Essential Functions**

1. Direct all Branch operations for assigned branch, which include planning, recommending, and implementing programs and policies and providing general administrative direction.
2. Maintain a highly motivated, well-trained staff through consistent coaching and professional development efforts as directed by the organization's standards.
3. Assist in managing the day-to-day operation of assigned branch and establish procedures to effectively leverage team member knowledge, skills, and abilities in achieving production goals.
4. Ensure service outputs are representative of the organizations established standards and values.
5. Support branch operations by working in the capacity of Financial Services Representative assisting members with all aspects of member service.
6. Ensure adequate equipment, supplies and working space are available for the respective staff/departments.
7. Ensure that the VP of Operations is kept fully informed on the conditions and operations of the branch, and of important factors influencing them.
8. Maintain regular contact with other supervisors, providing support, input, feedback, and guidance concerning their daily operations.
9. Monitor branch activity, including, but not limited to loan volume, new accounts, teller transaction volume and coach team to organizational performance metrics.
10. Develop, implement, and maintain operational procedures to maximize efficiency and quality of work, and to provide consistent quality service to members.
11. Directly oversee staff making recommendations based on performance as to possible promotions, transfers, or terminations.
12. Evaluate the job performance of direct reports to ensure quality of work and service to members. This involves periodically completing a formal performance evaluations and discipline documentation.
13. Establish and maintain effective employee relations.
14. Hold monthly staff meetings to discuss outcomes, successes, areas needing improvement, changes in procedures, new developments, or services and to present general information.
15. Approve member exceptions and authorize service fee refunds to members when deemed necessary.

16. Responsible for ensuring that branch always has proper availability of daily cash, money orders, and other payment instruments.
17. May assist in the investigation of teller losses and institute corrective flow of work.
18. Manage and recommend the purchase of equipment and supplies.
19. Adhering to the credit union's disaster recovery plan for the Branch and ensuring that all staff members are trained on disaster recovery procedures. Ensure that the branch's disaster recovery and robbery kits are properly maintained.
20. Oversee periodic branch security audit and compliance training.
21. Must comply with all federal and state regulations pertaining to OFAC, BSA and FACTA and is responsible for ensuring all staff members are following all guidelines set forth by federal government through management.
22. Ensure all scheduled and surprise periodic audits are conducted on teller drawers, vault, and other teller instruments.
23. Responsible record retention to develop and produce audit work for the entire branch. Will also generate required and requested reports and provide to internal auditing and/or management when scheduled or requested.
24. Provide lending support for loans processed in Call Center.

**NOTE:** The list of essential functions is not exhaustive. It may be supplemented as necessary from time to time.

#### **Additional Functions**

1. Assist the Credit Union management in maintaining all financial, statistical, and accounting records for assigned branches.
2. Work with auditors and examiners reviewing the financial accounts of the Branch.
3. Administer various programs as assigned by the Vice President of Operations.
4. Utilize underwriting authority, if applicable, to manage flow of loan applications to ensure a timely turn around rate.
5. May occasionally be required to drive a company vehicle for business purposes. Valid Driver's License and clean driving record required.

#### **Job Specifications**

1. Professional, well-developed interpersonal skills essential for communicating information to staff and projecting a positive image as representative for the Credit Union.
2. Work requires extensive knowledge of all Credit Union policies and procedures. Experience in supervising staff is preferred. At least two years of credit union or other financial institution related experience with increasing levels of responsibility required. Knowledge of consumer and indirect loan policy, accounting, management techniques, and human resource techniques required.  
High school education plus a minimum of two years post high school education or equivalent work experience is required for this position.
3. Intermediate mathematical skills required (calculations and concepts involving decimals, percentages, fractions, etc.)
4. This job operates in a clerical office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, scanners, printers, filing cabinets and fax machines. Additionally, this job will be required to operate a vault, ATM for balancing process, cash counter, cash advance machine and coin machine.
5. This position requires manual dexterity, the ability to lift files and open filing cabinets and vault doors. Should be able to lift full boxes of work and be able to move full coin bags from the Fed and coin machine. This position requires bending, stooping or standing, as necessary.

### **EEO Statement**

Champions First Credit Union provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

### **Disclaimer**

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

### **Competitive Compensation**

We provide market-driven base pay, based on skills, abilities, and level of experience. Our salary ranges are broad, and individual salaries will be market competitive based on a candidate's unique set of skills and level of experience. The starting range for this position is \$47,819- \$55,000. Additionally, we believe that our team members are the reason for our success and all team members are eligible to participate in position specific incentive programs.

### **Benefits**

At Champions First CU we offer a wide range of benefits to our team members and their eligible family members. Some of our great benefit programs you may be eligible for include:

- Medical, Dental and Vision Coverage
- Flexible Spending Accounts
- Life and Disability Insurance
- Retirement Savings with Company Match
- Tuition Assistance Program
- Team Member and Family Assistance Program (EAP)
- Paid Time Off and Paid Holidays
- Employee Recognition Program with Rewards