

Westside Branch Manager

Community First is always on the lookout for talented people to join our team. We are now seeking a Branch Manager for our Westside Branch. The Branch Manager position has the overall responsibility for the daily branch operations and supervision of branch staff. The person in this position ensures that the branch adheres to all applicable credit union branch compliance and standard operational processes and procedures.

Essential Functions:

- Provides overall guidance of personnel activities to ensure solid team efforts toward the attainment of Branch and Credit Union goals.
- Supervises branch staff that includes responsibility for hiring, training, scheduling, motivating, evaluating and retaining for effective branch performance. Follows prescribed performance coaching processes and performance documentation.
- Leads the team to deliver expected service behaviors and results. Schedules according to forecasts, uses scheduling tools and follows scheduling expectations.
- Maintains a functional level of knowledge and procedural expertise in all Credit Union products and services.
- Leads team to perform required operational and risk control processes and inspections. Ultimately responsible for protecting our members, employees and credit union and is charged with looking for and appropriately mitigating risk beyond the required processes.
- Interacts frequently with employees and members throughout the day; provides staff members a positive, professional role model of member service and sales through personal example.
- Represents the Credit Union and provides leadership in key community activities including business, charitable, civic, and social organizations.
- Promotes collaboration between all branches and departments with staff and supports through personal example.
- Ensures adherence to credit union policies and procedures and all applicable branch compliance, monitoring, safety and security.

Previous Experience:

Four or more years of progressively responsible management experience within a financial organization to have gained necessary experience and background knowledge to manage a facility and to deal effectively with employee and member relations.

Education:

Bachelor's degree in business administration or related field preferred. Equivalent work experience in business management may substitute for the degree.

Demonstrated Abilities:

- Ability to inspect, coach, teach and hold staff accountable to behavior and process expectations.
- Ability to inspire and successfully lead teams through change.
- Thorough knowledge of branch operations and coordinate the daily functioning of the facility, and to resolve employee and member problems.
- Interpersonal skills necessary to represent the Credit Union in a professional, friendly, business-like manner.
- Ability to train, motivate, and supervise employees, and to maintain an effective schedule of work flow within the branch.
- Ability to exercise discretion and independent judgment in interpreting policies and procedures, making exceptions as required.
- Strong written and oral communication skills.
- Ability to make decisions, take action, and accept responsibility for results.

Working Conditions:

Physical

Continuous standing and/or sitting for long periods of time when providing member services or performing other duties related to the position. Occasional lifting up to 10 pounds. Occasional bending, squatting, or kneeling to reach supplies on ground level. Occasional reaching above shoulder level to reach supplies overhead. Continuous use of hands in repetitive tasks such as simple grasping, twisting/turning of wrists; finger dexterity to perform various accounting duties such as using a 10 key calculator, typing, and entering data into the computer system. Continuous speaking and hearing for interactions with members and coworkers. Frequent clarity of vision at 20 inches or less for normal processing of members' transactions. Occasional clarity of vision at 20 feet or more for security purposes.

Mental

Continuous alertness, precision, and concentration to ensure accuracy and thoroughness of documents and transactions. Continuous alertness of surroundings for security purposes. Frequent performing of basic numeric calculations, as well as writing, reading, comparing, and analyzing. Frequent use of judgment, reasoning, patience, and negotiating in solving members' problems and cross selling services. Continuous use of initiative, ingenuity, and creativity in identifying members' needs, solving members' problems, and in actively cross selling Credit Union services and products. Frequent supervision and instructing of others. Continuous memory demands in recalling Credit Union policies, services, and state and federal regulations.

Community First Credit Union is an Equal Opportunity Employer M/F/D/V