

## **Delta Community Credit Union**

### **Assistant Branch Manager – Atlanta Midtown**

Delta Community is one of the largest and fastest growing credit unions in Georgia. Our rapid growth has created additional career opportunities within the organization. We are looking for energetic, flexible, and service oriented individuals for the following position.

Reporting to the Branch Manager, the Assistant Branch Manager provides overall branch operational support to the Branch Manager. S/he will assume the responsibility of the branch when the Branch Manager is unavailable. The Assistant Branch Manager is responsible for guiding member service staff in providing quality service to members in the areas of opening new accounts, loans and other credit union products and services. S/he maintains a highly motivated, well-trained staff. S/he fosters relationships to maximize and strengthen member relations. S/he promotes a service/sales culture within the branch so that corporate objectives set by the credit union may be achieved and/or exceeded each year. S/he monitors key products/sales within the branch and ensures that employees are maximizing opportunities to recommend and cross-sell appropriate product and service solutions to members. S/he also assists the Branch Manager with setting goals for employees as well as coaching and mentoring the member service agents/advisors. S/he ensures annual compliance requirements are met and daily credit union policies and procedures are followed. S/he problem solves escalated customer service issues and is competent in overcoming obstacles, finding creative options and rendering a sound solution. S/he develops both, strategic and tactical plans, that focus on service, sales and strong operational performance.

Foster and promote a safety-conscious and hostile-free work environment resulting in employee safety and well-being.

#### **Essential Functions:**

- Responsible for opening and closing of the branch.
- Responsible for keeping branch in compliance with all credit union policies.
- Cash Forecasting/Just-In-Time deliveries.
- Cash Shipments/Cash Receiving and recordings.
- Order and balance negotiable instruments.
- Responsible for overrides and check approvals when necessary.
- Order and balance card stock.
- Electronically scan checks to Federal Reserve Bank for collection (Check 21).
- Research posting errors.
- Perform and enforce dual control functions.
- Perform audits according to Delta Community's policies & guidelines.
- Balance ATM and Night depository.
- Process teller duties, deposits, withdrawals, payments and balancing.
- Process Shared Branching Transactions.

- Manage and follow forecast budget for ordering branch supplies.
- Operates Cash Dispense Machines and Cash Recycling Machines.
- Create a connection and develop rapport with members' to uncover products and solutions that benefit them.
- Educate members' on emerging bank technology and digital solutions such as mobile, online, and ATM to make their banking experience easier.
- Responsible for coaching and developing Tellers to identify member needs.
- Identify member needs by recommending products and services.
- Must have the ability to uncover referral opportunities and provide strong leadership skills.
- Must have the ability to resolve member/customer service issues and escalate when necessary.
- Backup to the Hybrid Member Service Agent.
- Streamlines scheduling for operational business needs.
- Develop and maintains positive relationships with members, business partners, and employees.
- Guide Member Service Agents in providing quality service to members in the areas of opening new accounts, loans and other credit union products and services.
- Identify training needs and participate in the active coaching of the team.
- Assist team members in recognizing and facilitating cross-selling opportunities.
- Monitor key products/sales within the branch and ensure the team is maximizing opportunities.
- Ability to use sound judgment and discretion, work independently and take initiative.
- Conduct meetings and fosters open communication with staff.
- Ensure branch security procedures and policies are followed including: training staff on fraud prevention, monitoring teller differences, adherence to dual control.
- Utilize approval limits and privileges appropriately.
- Participate in the scheduling of Tellers, Member Service Agents and Member Service Agent Hybrids to ensure proper coverage.
- Ensure team is adhering to performance metrics.
- Perform Teller and Member Service Agent operational duties as needed.
- Manage member's issues and questions to an acceptable resolution.
- Must possess effective knowledge of the credit union's products and services.
- Demonstrate enthusiastic support of the credit union's corporate mission, core values, and objectives.
- Problem-solves escalated customer service issues, competent in overcoming obstacles, finding creative options and rendering a sound solution.
- Responsible for audit compliance as well as security, safety and maintenance of financial center assigned.
- Recommend product or service enhancements to improve member satisfaction and sales potential.
- Fairly and consistently evaluate employees against the Delta Community Credit Union behaviors and core competencies.
- Ability to multi-task and meet deadlines.
- Must be willing to work Saturdays.
- May be subject to working in multiple branch offices.
- Applies knowledge of the credit union systems, policies, and procedures.

- Complies with all credit union policies and procedures including those related to Bank Secrecy Act regulations.

### **Other**

- This description reflects management's assignment of essential functions, it does not prescribe or restrict the tasks that may be assigned.
- This job description is subject to change at any time.

### **Job Qualifications**

#### **Required Minimum Qualifications:**

- High School Diploma or equivalent.
- 3+ years' teller and/or cash handling experience.
- 2+ years' of credit union or financial services industry experience.
- Ability to perform mathematical calculations and work accurately with numbers.
- Strong leadership, problem solving, technical, analytical, mathematical, organization, decision making and administrative skills.
- Must possess strong written and oral communication skills with the ability to lead and work well in a team environment.
- Demonstrated leadership/management qualities.
- Strong interpersonal and customer/member service skills.
- Strong knowledge of branch delivery, sales & service, operations, cash handling and compliance.
- Ability to communicate with members and team in a positive, friendly, patient and professional manner.
- Proficient in Microsoft Word, Excel and other work-related software.
- Must possess strong technical, analytical and organizational skills.
- Must be flexible in relieving multiple branch offices.
- Must be willing to work Saturdays.
- Must be able to lift/carry push up to 50 pounds.
- Successful candidate should possess the following competencies: Creativity and Innovation, Decision Making, Interactive Communications, Relationship Building, Results Management.
- Complies with all credit union policies and procedures including those related to Bank Secrecy Act regulations.

#### **Preferred Qualifications:**

- Bachelor's Degree in Business, Finance or related field of study.
- 3+ years' of credit union or financial services industry experience.
- 2+ years' of consumer lending experience.
- 1+ years' of experience in a supervisory role.
- Strong knowledge of Delta Community Credit Union products and services.
- Experience and knowledgeable of Member Service Agent and/or Head Teller position.

**Employee benefits include:**

- Medical, Dental and Vision Coverage
- Voluntary Insurance Coverage
- 401(k) Plan with Company Match
- Vacation, Holidays and Personal Time Off
- Discount on Gym Membership

To apply, please click on this link to our Career Page:

<https://deltacommunitycu.csod.com/ux/ats/careersite/5/home/requisition/1689?c=deltacommunitycu>