

Job Title	Branch Manager 1 (Johnson Ferry)
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Short Description	<p>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.</p> <p>The Branch Manager works within a team based environment to provide superior service to our membership. They are accountable for the day-to-day operations of the branch, including achieving sales and service targets. They are an advocate for Credit Union products and services. This includes being recognized as a community and market leader within a specific geographic region. They will lead the branch team and work with internal business partners to grow new and further develop existing member relationships. They ensure compliance with internal controls, operational procedures and risk management policies. The Branch Manager provides guidance and direction of all assigned staff including performance planning and evaluation.</p> <p>Foster and promote a safety-conscious and hostile-free work environment resulting in employee safety and well-being.</p>
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Full Description	<p>Essential Functions:</p> <ul style="list-style-type: none">• Reports to the Regional Branch Manager and/or AVP of Branch Delivery.• Responsible for the overall operation of the branch.• Develops each employee to perform at their highest potential by identifying key products/sales within the branch by appropriately coaching and developing the employee's performance and behavior.• Effective coaching and mentoring meetings with each employee to establish service/sales goals, review performance and develop effective plans to improve employee's career performance. <p>Maintains a highly motivated and well-trained staff.</p> <ul style="list-style-type: none">• Leads branch staff in providing quality service to members in the areas of account and loan transactions, opening new accounts and other credit union products and services.• Holds employees accountable for their performance, actions and behavior.• Demonstrates a strong ability to identify, analyze and solve problems.• Ability to effectively coach, motivate and develop others.• Fosters relationships to maximize and strengthen member relations.• Acts as a Center of Influence (COI) within the assigned market by attending local chamber events and other community-sponsored events which may drive business.• 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.• Oversee and direct financial center activities to achieve sales and organization goals to increase market share.• Assists with the coordination and execution of marketing and cross sales campaigns.
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- Ensures annual compliance requirements are met and daily credit union policies and procedures are followed.
- Responsible for attending, hosting and actively participating in community activities such as the Chamber of Commerce meetings that would take place before, during and after business hours.
- Assists Regional Branch Manager and/or AVP with the annual forecast for branch operating expenses.
- Responsible for personnel selection, employee performance assessment, staff development, procedure change management and disciplining employees.
- Must possess effective knowledge of the credit union's products and services.
- Demonstrates 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 within the Atlanta area.

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.

Required Minimum Qualifications:

- High School Diploma or equivalent.
- 2+ years of credit union or financial service industry in a leadership/management role.
- Experience managing/leading or direct supervision of 4+ employees.
- Must show proficiency in executing a relationship management and retention strategy.
- Must possess exceptional written and oral communication skills with the ability to lead and work well in a team environment.
- Committed to present a professional business image and have a high leadership work ethic.
- Effective customer/member service skills.
- Demonstrates leadership/management qualities.
- Experience and knowledge of branch delivery, sales & service, operations, cash handling and compliance.
- Proficient in Microsoft Word, Excel and other work related software.
- Must possess strong technical, analytical, mathematical and organizational skills.
- Must exercise sound decision making and administrative skills, be capable of handling multiple projects simultaneously and possess

- good judgment and time management skills.
- Must be willing to work Saturdays.
- Must be able to lift/carry push up to 50 pounds.
- May be subject to working in multiple branch offices.
- Applies knowledge of the credit union systems, policies, and procedures.
- 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 a related field of study.
- 3+ years of credit union or financial services industry in a leadership/management role.
- 2+ years of experience in a consumer lending environment.
- Experience in a Branch Delivery Management role.
- Experience with Symitar.
- Strong knowledge of Delta Community Credit Union products and services.
- Overall knowledge of credit union industry and Delta Community Credit Union procedures and policies.

Education	High School Diploma or equivalent
Additional Comments	Please apply via the link below: https://deltacommunitycu.csod.com/ux/ats/careersite/15/home/requirement/2550?c=deltacommunitycu
Credit Union	Delta Community Credit Union
State	Georgia
Contact Name	Emily Browning
Email	emily.browning@deltacommunitycu.com
Phone	404-677-4634
Fax	
Expiration Date	10/07/2022