

## **Position Overview**

The Branch Manager is responsible for leading the daily operations, member services, and growth initiatives of a small credit union branch. This role ensures that the branch operates efficiently, adheres to compliance standards, and delivers excellent service to members. Additionally, the Branch Manager fosters a supportive work environment and builds strong community relationships to promote the credit union's mission.

## **Key Responsibilities**

### **1. Branch Operations:**

- Supervise all daily branch operations, ensuring accuracy and efficiency in transactions.
- Oversee cash management procedures, including vault operations and balancing processes.
- Implement and enforce credit union policies, ensuring compliance with all regulatory requirements.
- Maintain branch safety and security, addressing potential risks proactively.

### **2. Member Services:**

- Ensure members receive exceptional service by resolving inquiries and issues effectively.
- Promote and recommend credit union products and services that align with member needs.
- Cultivate lasting relationships with members, emphasizing trust and financial education.

### **3. Staff Leadership and Development:**

- Hire, train, and mentor branch employees, fostering professional growth and team engagement.
- Conduct regular performance reviews, providing actionable feedback and recognition.
- Manage staff schedules to optimize coverage and operational efficiency.
- Create a positive workplace culture that encourages collaboration and accountability.

### **4. Business Development:**

- Develop and execute strategies to grow branch membership, deposits, and loan portfolios.
- Identify opportunities to enhance product usage and member engagement.
- Represent the credit union at community events, strengthening local partnerships and visibility.

### **5. Financial Management:**

- Monitor branch budgets, ensuring expenses align with financial goals.
- Analyze key performance metrics, identifying trends and areas for improvement.
- Collaborate with senior management to establish and achieve branch financial targets.

### **6. Compliance and Risk Management:**

- Stay informed on changes in financial regulations, ensuring branch operations remain compliant.
- Prepare for and manage internal and external audits, addressing findings promptly.

- Implement risk management strategies to safeguard the branch's assets and reputation.

## **Qualifications**

### **Education:**

- Bachelor's degree in Business Administration, Finance, or a related field (preferred).
- Equivalent professional experience in credit union or banking operations will be considered.

### **Experience:**

- Minimum of 3-5 years in a supervisory or managerial role within a credit union or similar financial institution.
- Proven success in managing operations, delivering member services, and driving business growth.

### **Skills:**

- Exceptional leadership and team management abilities.
- Strong communication skills, both verbal and written.
- Analytical mindset with the ability to solve problems and make data-driven decisions.
- Proficiency in financial software systems and Microsoft Office Suite.
- In-depth knowledge of credit union products, services, and regulatory requirements.

## **Working Conditions**

- Primarily office-based with occasional participation in community events and training programs.
- Flexible schedule may include evenings or weekends to meet branch needs.
- Physical requirements include standing, sitting, and occasional lifting of up to 20 pounds.

## **Compensation and Benefits**

- Competitive salary based on qualifications and experience.
- Comprehensive benefits package, including health insurance, retirement plans, and paid leave.
- Opportunities for professional growth through training and development programs.

### **Equal Opportunity Employer**

Florida A & M University Federal Credit Union is committed to building a diverse and inclusive workplace. We encourage applications from individuals of all backgrounds and are proud to be an equal opportunity employer.

Please send resumes to [resumes@famufcu.com](mailto:resumes@famufcu.com).