

Job Title	Branch Manager
Short Description	Jax Federal Credit Union is seeking Branch Managers to be responsible for directing and administering the operational efforts of a large sized branch ensuring the branch meets or exceeds organizational growth, sales and service goals. Responsible for generating new revenue opportunities in and around the existing branch market. Ensures established policies and procedures are followed. Oversees the full range of services to members and prospective members. Through targeted sales goals, works to deepen existing relationships with members and new members.
Full Description	<p>Jax Federal Credit Union is seeking Branch Managers to be responsible for directing and administering the operational efforts of a large sized branch ensuring the branch meets or exceeds organizational growth, sales and service goals. Responsible for generating new revenue opportunities in and around the existing branch market. Ensures established policies and procedures are followed. Oversees the full range of services to members and prospective members. Through targeted sales goals, works to deepen existing relationships with members and new members.</p> <p>Location: to be determined</p> <p>Status: Full-time Exempt</p> <p>Major Duties and Responsibilities:</p> <p>Must comply with all company policies and procedures, applicable laws and regulations, including but not limited to, the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control. Participates in community events, represents the branch at sponsored events to promote Jax Federal Credit Union in and around the branch community. Performs weekly business development activities to increase and grow the branch membership base.</p> <p>Coaches staff on their sales and service skills to motivate others in striving to achieve goals, develops employees' skills in the Credit Union's preferred way of selling, coaches on sales strategies and tactics, professionally handles non-performance, conducts effective 1-on-1 sessions.</p> <p>Conducts quality, weekly sales meetings and huddles to discuss goals and action plans to meet monthly branch assigned goals. Takes proactive action to influence events or achieve goals. Assists in driving the success of other business lines in the credit union that rely on referrals to grow such as Investment Services, Business Services, and Mortgages. Responsible for overall branch performance in referral results.</p> <p>Responsible for hiring, directing job assignments, monitoring staff performance, coaching, counseling, training, assuring compliance with regulatory requirements. Completes orientation or new</p>

employees in overall branch procedures. Appraise performance and provide recommendations for staff compensation, promotion, and termination as appropriate. Hold branch staff accountable to performance objectives and expectations of the branch.

Assists in managing the overall recruiting and hiring process through participation in the selection of candidates to build future branch leaders. Participates in job fairs and career events with HR. Works with Retail Management to design and implement new sales strategies and overall operational efficiency ideas.

Advocates for and advances the digital readiness of branch staff to increase adoption and usage of all the Credit Union's digital services among his/her team and the membership.

Generates new revenue opportunities for the branch by providing guidance on potential new products or solutions based on member and consumer feedback; along with controlling branch expenses to increase its overall profitability.

Achieves monthly/annual branch loan, deposit, and membership goals through the development and execution of an individualized strategic plan.

Acts as the branch's mini CEO to enhance bottom-line performance through business development, and increasing revenue through sales, service and relationship building; along with controlling expenses and improving efficiency of the branch.

Maintains reputation of the Credit Union with members, prospects, referral sources, and community-based organizations.

Maintains knowledge of credit union products and services, as well as knowledge of the industries or market areas served. Keeps abreast of current developments and market trends, to further identify and service member needs.

Refers sales opportunities to other departments or Credit Union affiliates in support of established corporate objectives.

Knowledge & Skills

Experience:

One to two years of similar or related experience, including time spent in preparatory positions is required. One year of proven leadership experience with a sales and service focus, as well as two years of financial services industry experience is preferred.

Education/Certifications/Licenses:

A high school degree or GED is required. College degree preferred in business, finance, accounting or a related field. Must obtain and maintain NMLS certification and needed insurance licenses.

Interpersonal Skills:

A significant level of trust and diplomacy is required to be an

effective subject matter expert in the position. In-depth dialogues, conversations and explanations with customers, direct and indirect reports and outside vendors of a sensitive and/or highly confidential nature is a normal part of the day-to-day experience. Communications can involve motivating, influencing, educating and/or advising others on matters of significance.

Other Skills:

- Excellent communication, problem solving, and decision-making skills to effectively resolve member and employee issues.
- Balance team and individual responsibilities.
- Strong supervisory and leadership skills required to manage, motivate, and develop employees.
- Uphold confidentiality and customer privacy in all situations.
- Proactively seeks solutions that benefit the member and the Credit Union while exhibiting sound and accurate judgment.
- The ability to work independently and the ability to work within a team
- Ability to use the Internet, Outlook, word processing and spreadsheet software and position specific software as required. Strong technology skills are desired. Ability to interact effectively with clients and other internal departments is required. Strong attention to detail and the ability to work as part of a team is required.

ADA Requirements

Physical Requirements:

Perform primarily sedentary work with limited physical exertion and occasional lifting of up to 50 lbs. Must be capable of climbing / descending stairs in emergency situation. Must be able to operate routine office equipment including telephone, copier, facsimile, and calculator. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must be able to work extended hours whenever required or requested by management. Must be capable of travel by automobile (as driver and passenger), commercial airlines, rental vehicles and public transportation and be able to lodge in public facilities. Must be capable of regular, reliable and timely attendance.

Working Conditions:

Must be able to routinely perform work indoors in climate-controlled private office with minimal noise.

Mental and/or Emotional Requirements:

Must be able to perform job functions independently and work effectively either on own or as part of a team. Must be able to plan and direct the work activities of self and others. Must be able to read and carry out various written instructions and follow oral instructions. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be able to perform basic financial calculations with extreme accuracy. Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines / requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters.

Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job description is not a contract and should not be construed as a guarantee of employment for any specific period of time.

We are an Equal Opportunity Employer and do not discriminate against employees or applicants based on race, color, religion, sex/gender, national origin, disability, age, or any other category protected by law.

Education	A high school degree or GED is required. College degree preferred in business, finance, accounting or a related field.
Additional Comments	Apply online by visiting https://www.jaxfcu.org/careers/ .
Credit Union	Jax Federal Credit Union
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Contact Name	Aimee Haga
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