

**Job Title** Branch Manager

**Short Description** Jax Federal Credit Union is seeking a Branch Manager to be responsible for directing and administering the operational efforts of a Credit Union branch. Ensures established policies and procedures are followed, oversees the full range of services to members and prospective members through targeted sales goals, and works to deepen existing relationships with existing and new members. Promotes service delivery excellence and actively coaches associates to deliver “top” service, responsible for successful implementation of promotional campaigns and product initiatives at the branch level, and actively works and participates in community and business development initiatives, as well as monitors branch performance to ensure the branch meets organizational growth and service goals.

**Full Description** Jax Federal Credit Union is seeking a Branch Manager to be responsible for directing and administering the operational efforts of a Credit Union branch. Ensures established policies and procedures are followed, oversees the full range of services to members and prospective members through targeted sales goals, and works to deepen existing relationships with existing and new members. Promotes service delivery excellence and actively coaches associates to deliver “top” service, responsible for successful implementation of promotional campaigns and product initiatives at the branch level, and actively works and participates in community and business development initiatives, as well as monitors branch performance to ensure the branch meets organizational growth and service goals.

Location: Mandarin Branch, 11406-2 San Jose Blvd., Jacksonville, FL 32223

Status: Full-time Exempt

**Major Duties and Responsibilities:**

1. Handle escalated member interactions that arise, resolving them with the upmost respect to our membership. Provide quick and timely responses to all member requests.
2. Responsible for hiring, directing job assignments, monitoring staff performance, coaching, counseling, training, assuring compliance with regulatory requirements and standards of conduct. Completes orientation of new employees in overall branch procedures. Actively participates in the training of branch staff to include service and sales training to establish strong member relationships. Appraise performance and provide recommendations for staff compensation, promotion, and termination, as appropriate.
3. Ensures branch personnel are well trained in all phases of their

respective jobs. Train associates by modeling our service and sales standards designed to establish strong member relationships. Coach and develop the branch team to meet the credit unions desired sales and service standards.

4. 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.

5. Participate in community events and organizations to promote Jax Federal Credit Union in and around your branch community. Through this outreach you will look to add additional members and grow referrals for future business.

6. Working with branch associates, maximize productivity and potential to achieve monthly/annual branch loan, deposit and membership goals through the development and execution of an individualized strategic plan.

#### Knowledge & Skills

##### Experience:

One year or more of Branch Manager experience and two years of financial services experience. Proven leadership experience in a service and sales role.

##### 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.

<b>Education</b>	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.
<b>Additional Comments</b>	To apply online, visit: <a href="https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=9a07bc15-a98c-4ef1-901a-8cb49f5ad6b8&amp;cclid=19000101_000001&amp;jobId=367604&amp;source=C2&amp;lang=en_US">https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=9a07bc15-a98c-4ef1-901a-8cb49f5ad6b8&amp;cclid=19000101_000001&amp;jobId=367604&amp;source=C2&amp;lang=en_US</a>
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<b>Expiration Date</b>	09/30/2021