

Job Title	Regional Manager
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Short Description	Jax Federal Credit Union is seeking a Regional Manager to provide leadership and oversight for multiple branch locations in region. Ensures each branch office meets its organizational, operational, service, and sales objectives as established. Responsible for directing and administering the float staff for branch support. Ensure the branch network has appropriate coverage by working or assigning float positions to the branches as needed. Promotes service delivery excellence aligned with our Brand Service Standards & Retail Behaviors, as well as actively coach managers and associates to deliver “Awesome” sales & service. Responsible for successful implementation of promotional campaigns and product initiatives at the branch level. Actively works, participates in community & business development initiatives, and monitors performance of assigned staff to ensure they meet growth and service goals.
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Full Description	Jax Federal Credit Union is seeking a Regional Manager to provide leadership and oversight for multiple branch locations in region. Ensures each branch office meets its organizational, operational, service, and sales objectives as established. Responsible for directing and administering the float staff for branch support. Ensure the branch network has appropriate coverage by working or assigning float positions to the branches as needed. Promotes service delivery excellence aligned with our Brand Service Standards & Retail Behaviors, as well as actively coach managers and associates to deliver “Awesome” sales & service. Responsible for successful implementation of promotional campaigns and product initiatives at the branch level. Actively works, participates in community & business development initiatives, and monitors performance of assigned staff to ensure they meet growth and service goals.
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Status: Full-time Exempt

Major Duties and Responsibilities

Responsible for directing job assignments, monitoring staff performance, coaching, counseling, training, assuring compliance with regulatory requirements and standards of conduct. Appraise performance and provide recommendations for promotion and progressive discipline as appropriate.

Monitors all branch activities to ensure compliance with established credit union policies, procedures, and regulatory laws. Monitors and coaches to the Credit Union’s “Awesome Sale & Service” behaviors, ensuring that member experience provided is consistent with Brand Standards.

Supports VP of Retail Sales & Service in hiring, directing, developing, motivating, and managing branch personnel including progressive disciplinary actions. Administers performance evaluations and recommends appropriate personnel actions. Maintains consistent communication with VP of Retail Sales &

Service and other Business Partners as appropriate.

Assist in driving success of other business lines in the credit union that rely on referrals to grow. i.e., Investment Services, Business Services, and Mortgages.

Ensure branch support personnel are well trained in all phases of their respective jobs. Train associates by modeling sales & service standards designed to establish strong member relationships.

Coach and develop the branch teams to meet the credit union's desired sales and service standards.

Interviews members & prospects to present products & services that align with member needs and position the credit union to become the (PFI) Primary Financial Institution for the member. Process and close loan applications to include Consumer, Auto, Visa, and Home Equity applications. Work, monitor and coach associates on outbound calling campaigns to assist branches in meeting sales goals.

Works closely with Branch leadership team to ensure optimal staffing & scheduling to ensure member service delivery is meeting standards. Manages and schedules Float Associates as needed to ensure optimal branch staffing.

Monitors and coaches on quality assurance of new accounts and new loans.

Prepares and submits Sales & Service reporting as well as attend scheduled management meetings and calls.

Assist with streamlining operations to ease associated and new member efforts.

Represents and coaches the retail team on various credit union initiatives.

Other administrative duties as assigned.

Knowledge and Skills

Experience

6+ years of proven leadership experience within a sales and service environment with 3+ years of financial services industry experience.

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, in addition to normal courtesy and tact. Work involves extensive personal contact with others and is usually of a personal or sensitive nature. Work may involve motivating, influencing, or training others. Outside contacts become important and fostering sound relationships with other entities (companies and/or individuals) becomes necessary and often requires the ability to influence and/or sell ideas or services to others.

Other Skills

☐ Excellent communication, problem solving, & decision-making skills to effectively resolve member & employee issues.

☐ Significant time-management skills, balancing team supervision and individual responsibilities.

☐ Strong supervisory and leadership skills required to manage, motivate, and develop employees.

☐ Uphold confidentiality and customer privacy in all situations.

☐ Proactively seek solutions that benefit Members and Credit Union while exhibiting sound and accurate judgment.

☐ The ability to independently align behavior and activity to organizational priorities.

☐ The ability to work within and manage in a team environment.

☐ Ability to interact effectively with clients and other internal departments is required.

☐ Strong technology skills are desired, including ability to use the Internet, Outlook, Word, Excel, and other position specific software as 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 when required or requested by management. Must be capable of frequent travel to multiple branch locations by automobile (as driver and passenger). Must be able to travel by 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 shared work area with moderate 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.

Acknowledgment

Nothing in the 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 constructed as a guarantee of employment for any 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. Must obtain and maintain NMLS certification and needed insurance licenses.
Additional Comments	Apply online by visiting: https://www.jaxfcu.org/careers/
Credit Union	Jax Federal Credit Union
State	Florida
Contact Name	Aimee Haga
Email	ahaga@jaxfcu.org
Phone	904-475-8023
Fax	904-350-9356
Expiration Date	02/24/2023