

<b>Job Title</b>	Sales and Service Manager
<b>Short Description</b>	SUMMARY OF POSITION RESPONSIBILITIES: The Branch Sales and Service Manager will lead branch employees to achieve branch and credit union goals. Will focus on goal attainment for new membership, loan growth, business development, member service, and performance management.
<b>Full Description</b>	<p>ESSENTIAL DUTIES AND RESPONSIBILITIES:</p> <p>Demonstrates an exceptional positive member service (internal and external) focus at all times.</p> <p>Resolves complex service problems or refers to a resolution to ensure member satisfaction and retention.</p> <p>Provides proactive sales tasks of products and services. Directs branch business development through outside calls, in-branch selling and branch targeted correspondence.</p> <p>Build relationships with members through follow up of services.</p> <p>Responsible for efficient branch operations through continued assessment and improvements.</p> <p>Maintains a highly motivated, well-trained staff, maintaining effective employee relations. Encourage and monitors staff growth with regular (no less frequent than quarterly) one on one performance updates and developing sales plans.</p> <p>Plays a vital role in enriching the community by participating in community service organizations and/or credit union-sponsored events on an annual basis.</p> <p>Ensure compliance with all company regulations and industry policies and procedures.</p> <p>Prepares and conducts performance evaluations, prepares documentation for retention in personnel files. Working with HR, recommends and implements disciplinary actions and appropriate staff counseling within the department as needed.</p> <p>Oversees the daily scheduling of branch staff; Coordinates, tracks, and monitors daily scheduling within those that report directly to this position including overtime, leave of absences, PTO, etc.</p>
<b>Education</b>	Bachelor's degree in Business Management or related field is required.
<b>Additional Comments</b>	<p>Must have 3 to 5 years of credit union experience; a minimum of two years of supervisory experience with demonstrated leadership ability and team-building skills preferred.</p> <p>Interpersonal skills to represent the credit union in a positive way, both internally and externally at all times</p> <p>Must be registered pursuant to requirements of the S.A.F.E. Act.</p> <p>Conflict resolution and/or mediation skills.</p> <p>Computer literacy/experience</p> <p>Ability to plan, organize, implement, and interpret the programs, goals, objectives, policies, projects, and procedures</p> <p>WORK IN A FUN, Team-focused ENVIRONMENT where we build strong relationships with our credit union members. At Orlando Credit Union, we value our Team Members and are proud to offer competitive compensation and benefits.</p> <p>Medical Insurance</p>

Dental & Vision Plan  
Group Term Life Insurance  
Long Term Disability  
Other optional benefits such as a flexible spending account (FSA)  
and supplemental insurance coverage  
Tuition Reimbursement  
401(k) Savings/Profit-Sharing Plan  
Company Paid Holidays  
Paid Time Off  
Team Member Referral Program  
Team Recognition and Incentive Program

**Credit Union** Orlando Credit Union

**State** Florida

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**Expiration Date** 01/31/2022