

Job Title	AVP of Branch Experience
Short Description	Oversee all physical branches. Actively develop branch managers into strong leaders and coaches. Responsible for ensuring the Pen Air Experience is consistently demonstrated in all branches. Ensure each branch maintains compliance with all regulations, policies and procedures. Foster and maintain strong working relationships with internal business partners.
Full Description	<p>Role:</p> <p>Oversee all physical branches. Actively develop branch managers into strong leaders and coaches. Responsible for ensuring the Pen Air Experience is consistently demonstrated in all branches. Ensure each branch maintains compliance with all regulations, policies and procedures. Foster and maintain strong working relationships with internal business partners.</p> <p>Essential Functions & Responsibilities:</p> <p>E 50% Directly manage branch managers with responsibility for developing and holding accountable to consistently delivering the Pen Air Experience and operational consistency. Visit branches on a regular basis to monitor quality of member service.</p> <p>E 10% Ensure that branch staff consistently follow established sales and service procedures.</p> <p>E 10% Ensure that branch staff follow established security procedures to ensure safety of employees and members.</p> <p>E 10% Develop strong relationships and collaborate with business partners to ensure smooth operations.</p> <p>E 10% Participates in corporate or departmental initiatives and/or projects.</p> <p>E 5% Handles escalated member issues</p> <p>N 5% Performs other job-related duties as assigned.</p> <p>Performance Measurements:</p> <ol style="list-style-type: none">1. Provide friendly, professional, personal service to all members and associates per the Pen Air Experience, measured by net Promoter Score.2. Meet goals measured by key performance indicators.3. Maintain a cohesive, trained, and motivated staff to meet branch demands.

4. Ensure compliance in all processes with established credit union policies and procedures.

5. Establish and maintain an effective relationship with internal departments and leadership.

6. Regular reliable attendance.

7. Demonstrate behaviors consistent with the Pen Air Core Values.

Knowledge and Skills:

Experience Five years to eight years of similar or related experience.

Education Equivalent to a college degree (BS or BA in a relevant field).

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 Ability to manage and motivate a team to drive growth and sales

Ability to develop and hold managers accountable

Ability to model strong sales skills

Strong coaching and feedback skills

Strong written, verbal, and interpersonal skills

Ability to partner with other departments to troubleshoot areas of opportunity

Ability to apply judgment without hesitation in decision making situations

Demonstrate a high level of ownership and responsibility

Working knowledge of Credit Union policies and procedures

Demonstrate Pen Air Experience at expert level

Physical Requirements Light or low amount of physical exertion

Work Environment No adverse environmental working conditions noted.

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

Education Equivalent to a college degree (BS or BA in a relevant field).

Additional Comments

Credit Union Pen Air FCU

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