



Full-Time Branch Manager/Collections Manager- Marietta, Georgia

Credit Union: Powerco Federal Credit Union

Email: hrdept@powercofcu.org

Phone: 404-506-3750; Ask for the HR Department.

Fax:404-506-1815 Attn: HR Department

We are looking for a friendly and professional person with excellent communication skills to build trusted relationships with our customers and staff. This is a full-time, branch manager/collections manager position located in Marietta, Georgia. This position requires a person with a genuine desire to get to know our customers and gain their trust in order to serve their financial needs. Our culture values teamwork, ethical business practice, strong customer relationships, and a desire to provide excellent customer service.

Responsibilities:

- Direct all operational aspects including customer service, administration, budget, and sales.
- Assess local market conditions and identify current and prospective sales opportunities.
- Meet goals and metrics.
- Bring out the best in branch personnel by providing training, coaching, development, and motivation.
- Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities.
- Share knowledge with other branches and headquarters on effective practices, competitive intelligence, business opportunities and needs.
- Address customer and employee satisfaction issues promptly.
- Adhere to high ethical standards and comply with all regulations/applicable laws.
- Network to improve the presence and reputation of the branch and company.
- Maintain knowledge of all Credit Union services, products, policies, and procedures.
- Control Branch office security.

- Adhere to monthly reporting requirements for branch activity.
- Ensure that credit and collection policies, procedures, practices and documentation meet all regulations.
- Establish and monitor effective control procedures for late and/or delinquent or potentially delinquent loans.
- Review accounts where action beyond routine collection procedures must be approved or implemented. Handle complex situations to resolve difficult or non-routine member issues.
- Correspond with attorneys and other agencies regarding accounts requiring legal action and/or repossession of collateral.
- Monitor payments and follow up on delinquent loans and overdue credit balance accounts by phone/letter to ensure professional interface with members.
- Perform other duties as assigned.

Requirements:

- Familiarity with credit union/banking industry rules and regulations
- Excellent organizational skills
- Results-driven and customer-focused
- BS in Business Administration or proven branch management experience, as a credit union/bank manager or similar role
- Cash handling experience

Preferred Experience:

- Familiarity with credit union/banking industry rules and regulations
- Credit Union background is a plus

Please email your resume to hrdept@powercofcu.org or fax it to 404-506-1815 Attn: HR Department.