

## Branch Manager Job Description

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<b>Department:</b>	Operations
<b>FLSA Status:</b>	Exempt
<b>Reports To:</b>	Director of Branch Operations & Member Experience

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### **Summary**

The Branch Manager is accountable for branch operations and compliance by providing direction and guidance to branch staff. They are also responsible for managing and staffing all direct reports within their branch. Achieves individual and branch goals through community involvement, referrals and retention of member relationships.

### **Essential Duties and Responsibilities include the following. Other duties may be assigned.**

- Opens new membership accounts, loans, and/or other products or services.
- Actively takes calls and provides assistance to others on the call center.
- Leads by example and ensures consistent delivery of member service that exceeds the Credit Union's Four Pillars and Mystery Shop standards and expectations.
- Develops new member deposit and loan growth through new member sales, referrals, and expansion and retention of member relationships.
- Coach employees to maximize opportunities to have a positive impact on our members' financial well-being; motivates and develops staff in cross selling techniques and product presentations.
- Directly supervises branch staff; ensures high quality work and efficiency in operations are maintained; determines work methods and flow through assigning, directing, coordinating, and reviewing tasks.
- Conducts regular huddles and weekly meetings with branch staff to coordinate activities, set focuses, gain commitments and ensure accountability. Provides recognition and motivates team members.
- Oversees consumer loan input for branch.
- Plays a positive role in the development and growth of assigned branch staff.
- Monitors branch activity, including number of transactions, volume, teller errors, cross sells, and new accounts.
- Performs personnel actions including performance appraisals, disciplinary actions, and interviewing candidates for employment.
- Supervises daily activities of the branch including, but not limited to, effective delegation of assignments, developing work schedules and providing necessary training.
- Takes ownership of and ensures member requests, questions, and complaints are promptly and courteously resolved; involves leadership when appropriate.
- Partners with other departments to obtain and convey information and/or correct transactions as needed.
- Promotes Credit Union through community involvement via memberships in local organizations, participating in community events, and engaging in local business networks.
- Ensures proper maintenance and general housekeeping of the building and grounds, including snow and ice removal. Ensures work areas, desks, and equipment is in safe working order or repaired promptly.
- Attends assigned training sessions and stays current on new operational procedures.

### **Education and/or Experience**

Bachelor's degree from four-year college or university; or three to five years related experience and/or training; or equivalent combination of education and experience.

**Computer Skills**

General knowledge of Microsoft Office applications with proficiency in Microsoft Word and Excel. Core System training to be provided.

**Certificates, Licenses, Registrations**

NY Notary Public License, Medallion Signature Guarantee Certification, NMLS Registration