



<b>Job Title:</b>	Branch Manager	<b>Reports To</b>	Sr. VP
<b>Department/Group:</b>	Branch Operations	<b>FLSA Status</b>	Non Exempt
<b>Location:</b>	Based on Need	<b>Travel Req.</b>	n/a
<b>Salary Grade Range: (experience based)</b>	\$38K-\$50K	<b>Position Type:</b>	Full Time
<b>Approved By:</b>	HR Manager	<b>Last Updated:</b>	2018

**Job Summary**

Manages and supervises assigned personnel in a full-service Credit Union branch office including full range of operational applications, loan processing and underwriting, problem solving and achieving growth goals. Relies on experience, knowledge, judgment, and self-motivation to plan and accomplish goals

**Essential Duties and Responsibilities**

- The essential requirements for this position include, but are not limited to:
- Oversee, direct and coach staff to ensure current and potential members are fully educated about the products and services that the Credit Union offers
- Train and develop staff members to build member loyalty by using sales and customer service strategies
- Trains, leads and coaches staff in delivering on the Credit Union Mission Statement relative to all products and services
- Meet and exceed branch sales goals set forth by Senior Management
- Cross-train staff from traditional roles to expand their responsibilities for employee development  
Direct and oversee all branch operations
- Perform functions, including interviewing, coaching, performance feedback, goal setting and ongoing training on products & services
- Accountable for financial performance, member satisfaction, branch policies, procedures and lending functions.
- Ensures branch adheres to internal control requirements, prescribed policies, practices and objectives.

**The Preferred Candidate would possess the following skills and qualifications**

Previous Supervisor/Management experience preferred but not required  
 Previous Teller experience  
 Strong staff development and communication skills  
 Lending and Loan experience preferred  
 High School Diploma or equivalent preferred  
 1+ years of Teller experience  
 Cash Handling experience  
 Customer Service experience  
 Sales Focused  
 Goal Oriented  
 Administrative Writing Skills, Microsoft Office Skills, Organizational skills, and Verbal Communication skills.