

Job Description

TITLE: BRANCH MANAGER

REPORTS TO: VP OF BRANCHES

STATUS: EXEMPT

Purpose

Coach and develop staff into highly motivated, professional and well trained ambassadors of Niagara's Choice FCU. Provide quality service and sales to members. Identify and resolve issues efficiently and effectively within the established policies and guidelines. Ensure that branch is in compliance with all required regulatory compliance.

Requirements

- High school degree required; Bachelors Degree preferred
- Previous, demonstrated sales performance required; outside sales preferred
- Previous training experience preferred
- Knowledge in lending and deposit products preferred
- Community involvement and the ability to attend after hours meetings required

Duties and Responsibilities

- Coach, develop and train staff into highly motivated, professional and well trained ambassadors of NCFCU. Utilize different coaching and feedback techniques to keep employees performing at a high level of execution.
- Evaluate and apply policies and procedures for the branch. Ensure security and confidentiality of member information. Ensure the branch is in compliance with federal laws and regulations set forth by the National Credit Union Administration and other regulatory agencies. Ensure compliance with internal controls.
- Participate in recruiting and selecting quality applicants for vacancies, ensuring that the Credit Union is adequately staffed with competent employees.
- Evaluate the job performance of branch office staff to ensure high quality of work and service to members. Recommend salary adjustments.
- Monitor branch activity, including number of transactions; volume; teller errors; loan volume; teller and MSR loan personal sales; and new and closed accounts.
- Represent NCFCU at outside community activities, business functions, outside sales calls, conferences and trade shows.
- Manage the security and safety of the branch; analyze and monitor security/safety policies and procedures on an on-going basis, making appropriate recommendations
- Ensure that staff receives on-going training on security and robbery procedures.
- Schedule adequate staff to ensure efficient branch operation.
- Process loans and open new accounts.
- Ensure a consistent, professional approach to all members.
- Assist staff or members in solving complex account problems.
- Create and maximize opportunities to help members obtain a brighter financial future. Coach employees to maximize opportunities to sell products; market the Credit Union.

- Provide Notary services to our members.
- As needed: Receive share drafts/checks and cash for deposit to accounts, verify amounts, examine share drafts/checks for proper endorsement, and enter deposits into computer records. Cash share drafts/checks and process withdrawals; ensure proper identification is made for all members and shared branch members.
- Perform any other duties as required by management or the Board of Directors.