

Employment Opportunities



POSITION: Branch Manager

REPORTS TO: Manager, Service Center

CLASSIFICATION: NON-EXEMPT

DEPARTMENT: Retail

SERVICE STANDARDS:

The focus of this role is to:

- Act as a catalyst and promoter, reinforcing the following credit union's service standards:
 - We always act in the best interest of our members.
 - We own, respond, and expeditiously resolve member questions/concerns.
 - We look for ways to innovate and improve the member experience.
 - We continuously seek the opportunity to learn and grow.
 - We maintain the highest degree of professionalism in appearance, language and behavior.
 - We protect the privacy and confidentiality of all member and Credit Union information.

RESPONSIBILITIES:

- Responsible for managing the service centers of the Credit Union.
- Provide leadership, coaching and feedback to employees. Promote a sales culture and ensure adherence to the Credit Union's service standards. Develop employees and foster a team environment.
- Responsible for planning, assigning and directing work; rewarding and disciplining employees; addressing complaints and resolving problems; facilitating regular staff meetings/trainings.
- Establishes and maintains an effective system of communication with branch staff and all interactive departments within the Credit Union.
- Follow/maintain established policies and procedures and ensure efficient and effective management of the branches. Suggest/perform updates to policies and procedures, as necessary.
- Ensure the branches are open, staffed, and ready to conduct business each business day.
- Serve as a sales leader to help meet/exceed sales/profitability goals. Suggests programs to develop new business and/or promote products and services, participates in community activities which promote awareness of products and services. Prepares monthly reports; including all loan/teller activity, sales goals, etc.
- Assists in the general maintenance of office and for the safety and security of employees and members. Manage enforcement of all safety and security procedures, maintaining a sufficient inventory of supplies, and providing a comfortable work environment.
- Assist the Credit Union in achieving its long-term goals and objectives.
- Responsible for ensuring quality controls, including audit controls, are implemented and maintained in all branch locations.
- Adhere to Credit Union policies and procedures.
- Comply with all applicable BSA, AML, and OFAC regulations.
- All other duties as assigned.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Excellent Customer Awareness (Internal and External)** — Knowledgeable in Scient FCU products and services. Understands member needs. Able to accurately evaluate and predict the effect of decisions and how they relate to external customers.
- **Good Interpersonal Understanding** — Anticipates actions and has a plan to deal with them. Focuses on the situation, not the person. Able to overcome objections and gain commitment.

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- **Good Listening and Oral communication Skills** — Effectively transmits and receives information through a wide variety of sources. Able to effectively communicate with members, coworkers and other departments within the organization.
- 3-5 years of experience in leading and supervising staff in a fast faced banking environment.
- Orientation towards excellence in results.
- Strong customer service background.
- Strong analytical skills.
- Strong Interpersonal skills.
- Excellent written, listening, and oral communication skills.
- Demonstrated ability to understand cause and affect relationships.
- Willing to change priorities to meet changing demands.
- Well versed in all retail products and services. Understands how product or service meets member satisfaction levels. Able to overcome objections and gain commitment.
- Ability to develop processes and to organize information.
- Excellent problem solver

EDUCATION AND/OR EXPERIENCE:

- Associates Degree and three to five years related experience and/or training; or equivalent combination of education and experience, Bachelor's degree preferred. In addition, the incumbent should have at least three years of branch supervisory experience.

CERTIFICATIONS:

- Notary Public and Signature Guarantee, preferred.

OTHER SKILLS AND ABILITIES:

- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to effectively present information in one-on-one situations to members and other employees of the organization.
- Ability to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to operate a personal computer with a high level of proficiency utilizing core processing systems.
- Ability to utilize other technological resources such as the Internet and e-mail.

SUPERVISORY RESPONSIBILITIES:

- Supervise Branch Staff

WORK ENVIRONMENT:

- The work environment characteristics described here are representative of those an employee encounters while performing the responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform their responsibilities.
- The noise level in the work environment is usually moderate.

PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform their responsibilities.
- While performing the duties of this job, the employee is required to stand, sit, use hands to finger, handle, grasp or feel, stoop, knee, crouch, push, pull, reach with hands and arms, repetitive motion, lift, and talk or hear. The employee must

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occasionally lift and/or move up to 50 lbs and frequently up to 10 lbs. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

TO APPLY:

Please send your resume to careers@scientfcu.org.