

America's Credit Union
Structured Compensation - Job Description
Branch Manager

Data Year: 2021

Prepared On: 04/12/2021

Department:	Retail Operations	Grade:	10
Reports To:	Regional Retail Manager	Classification:	Exempt
Supervises Direct:	0	Supervises Indirect:	0
Approved By:	VP Retail Operations	Effective Date:	01/01/2010
		Revised Date:	03/09/2021

Role:

To direct the operations of a medium sized, remote Credit Union facility, ensuring the branch meets organizational financial, operational, service, and growth plans.

Essential Functions & Responsibilities:

- E 15% Directs, develops, motivates, hires and disciplines branch personnel; administers performance evaluations and recommends appropriate personnel actions.
- E 15% Monitors branch operating results relative to established objectives and insures that appropriate steps are taken to correct unsatisfactory conditions.
- E 15% Develops staff through consistent coaching and observations.
- E 10% Maintains communications with main office; prepares and submits standard reports; attends scheduled management meetings.
- E 10% Ensures safety of staff and members by adhering to and enforcing all established credit union policies and procedures.
- E 10% Holds regular meetings to keep staff engaged and ensure participation with branch activities.
- N 5% Works with Regional Manager to ensure staff is properly trained and engaged.
- N 5% Responsible for branch production and goals set by upper management.
- E 5% Assists members with opening and closing accounts, answering questions about products and services and resolving problems. Identifies cross-sell opportunities and cross sells services to members.
- N 5% Appropriately represents the branch in its relationships with members, sponsor organizations(s), suppliers, other financial institutions, and similar groups.
- N 5% Performs other related duties as assigned.

Performance Measurements:

1. To maintain and develop a qualified staff sufficient to meet the needs of members.
2. To meet or exceed annual budgeted operating plan for the branch.
3. To maintain/improve the financial stability of the branch.
4. To meet the branch production goals.

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5. To keep management informed regarding key operating issues affecting the branch and its employees.
6. This job requires you to be here on time and ready to work your scheduled hours.

Knowledge and Skills:

Experience Three years to five years of similar or related experience.

Education A high school education or GED.

Interpersonal Skills Motivating or influencing others is a material part of the job. Outside contacts become important and fostering sound relationships with other entities (companies and/or individuals) becomes necessary and often requires the ability to influence and/or sell ideas or services to others. The role requires a significant level of trust or diplomacy.

Other Skills

Physical Requirements The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands and/or fingers; and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; and stoop, or kneel. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

Printed Employee Name

Date

Employee Signature