

Essential Functions

- Supervises assigned personnel to maximize productivity, teamwork, and results. This includes providing work direction, determining staffing levels, hiring, managing performance, supporting training and development, administering policies, and fostering positive employee relations.
- Informs the Board of Directors of operations, regulations, new services available, member and staff requests and problems, and other applicable issues.
- Supervises and oversees all Credit Union operations to provide timely and cost-effective member services at the desired quality level.
- Maintains and demonstrates expert knowledge of Credit Union products and services.
- Promotes, supports and represents the Credit Union through public contact, publications, at various functions, and any other appropriate means.
- Investigates and resolves member complaints.
- Oversees implementation of all new regulations and changes to existing regulations. Assists with any identified compliance issues.
- Researches, develops, reviews, recommends, and/or markets new products, ideas, tools, training materials, procedures, standards, etc. Implements procedures and regulations of new products the Board has chosen for the members.
- Develops, implements, maintains, and documents operational procedures to maximize efficiency and quality of work, and to provide consistent quality service to members.
- Assists with planning and monitoring the Credit Union budget. Reviews, approves, and pays statements and invoices.
- Performs various daily, monthly, quarterly, and occasional functions affecting general operations, particularly accounting and reporting in the absence of the Assistant Manager.

Minimum Position Requirement:

Four-year degree or equivalent experience preferred.

Valid driver's license and acceptable driving record.

Minimum of 3 years' work experience in a credit union or other financial institution demonstrating an understanding of various financial products and services.

Prior supervisor/management experience.

Strong computer knowledge.

Ability to read and apply numerical and financial information accurately.

An unquestioned ability to retain confidential business and personnel information.

Skills

Leadership

Customer Service

Verbal and Written Communication

Problem Solving

Strategic Thinking

Innovation

Influence Others

Build Relationships

Adaptability

Physical Demands / Work Environment

Work indoors in a normal office environment that has environmentally controlled conditions.

Consistently operate and access information using a computer and other office equipment.

Work in a fast-paced environment with unscheduled interruptions.

Occasionally adjust work schedule, work overtime, evening/weekend hours, and/or be on-call.

Withstand repetitive wrist/hand movement including regular computer work.

Travel by car between other locations.

Visually scan and identify numerical and other errors.