

Branch Manager

CCCU is looking for a talented Branch Manager to guide all work performed in the branch and to supervise all areas of operation. You will manage staff, foster a positive environment and ensure customer satisfaction and proper branch operation. A successful candidate will have a hands-on approach with a knowledge of banking regulations and policies. You will provide back-up to your team, when needed, to ensure members are taken care of in a timely and professional manner.

Responsibilities

- Manage day-to-day branch activities, including scheduling
- Monitor branch activity including sales, production results, transaction volumes and errors
- Meet goals and metrics
- Bring out the best in the branch employees by providing training, coaching, development and motivation
- Communicate with upper management and staff to ensure all are working in compliance with all applicable laws and regulations – including audits and documentation
- Create a business development plan to help build member relationships and educate people about the credit union and the products and services we provide
- Share knowledge and evaluate job performance of employees by conducting department meetings, one-on-ones, hip coaching, and performance reviews
- Address member and employee satisfaction issues promptly
- Participate in the hiring process for branch staff
- Adhere to high ethical standards by following Bank Secrecy Act (BSA) policies and procedures as they relate to this position
- Other responsibilities as assigned

Skills

- 4-year college degree, or equivalent credit union or banking experience
- 2 years' supervisory experience, preferred – managing 4+ employees
- Sufficient knowledge of modern management techniques and best practices, including training and development of employees
- Consumer lending underwriting skills preferred
- Notary and Medallion Stamp permissions
- Ability to meet sales targets and production goals, results driven and member focused
- Excellent organizational, customer service and communication skills

Benefits:

- Health, dental and vision insurance
- Health Savings/ Flexible Spending accounts
- 401(k) and pension plans
- Life insurance and supplemental insurance
- Paid time off out of the office – Vacation time, Sick time and Paid Holidays
- Plus much more!