

Position Title: Branch Manager
Date Posted: 4-3-2024
Branch Location: 534 N Lafayette, Greenville, MI 48838
Reports To: Chief Operations Officer

JOB SUMMARY:

The primary purpose of this position is to assist Preferred Credit Union in achieving our vision to become the preferred financial partner of our members for their primary banking needs.

This position manages the day-to-day operations of the assigned branch and supervision of the branch staff.

RESPONSIBILITIES:

- Supervises all personnel within the assigned branch. Responsible for maintaining quality and progress of work. Decides questions of established work method and workflow. Assigns, directs, coordinates and reviews work;
- Handles complaints registered by members involving the branch. Keeps COO informed and requests their assistance or that of other managers when necessary;
- Responsible for determining that proper control and individual accountability of cash and the handling of cash are properly controlled and handled in accordance with regulations and accepted accounting principles;
- Verifies periodically cash in possession of tellers and on premise;
- Makes temporary shifts of personnel to jobs when a shortage of people develops within the branch;
- Ensures that new employees are thoroughly trained in all phases of their particular job. Will also assist the training department in the orientation of new employees in overall branch procedures;
- Holds periodic meetings with branch employees for discussing areas needing improvement, criticisms, changes in procedures, education, etc.;
- Ensures that proper housekeeping of work areas, desks, equipment, etc., within the branch is carried out. Responsible for keeping employees supplied with sufficient supplies and forms to carry on day-to-day business;
- Approves timecards, overtime and PTO requests for branch employees;
- Responsible for insuring that all credit union policies and procedures are performed in accordance with manuals and directives;
- Responsible for marketing promotion of all credit union services to include:
 - Train staff on all existing and new credit union services on a regular basis;
 - Train staff regularly on cross-selling services to members;
 - Meet marketing objectives through individual branch quotas;
 - Specific awareness of the branch loan mix, loan growth, as well as share growth, and loan to share ratio in order to recognize and pursue promotion opportunities in these specific areas;
- Recommends alternations and revisions to branch policies and procedures.
- Responsible for maintaining open communication between branch supervisors, administrative staff and branch staff at all times. Exhibits supportive attitude of administration to staff;
- Responsible for maintaining a professional posture and positive attitude at all times in order to set an example for the staff and other managers;
- Review and evaluate staff performance. Responsible for documenting personnel files for subordinates including positive or negative counseling, interim review beyond normal reviews and written progress reports on personnel considered for promotions;
- Acts as back-up in cash, loan and member service departments should a shortage of employees occur;
- Meet all internal and external service expectations as measured by surveys and mystery shops;
- Performs other duties as may be assigned commensurate with the position.

QUALIFICATIONS:

- Five years of consumer lending experience and 5 years of management experience;
- Bachelor's degree in finance, business administration, or a related field (preferred);
- Proven experience within a financial institution branch;
- Excellent interpersonal and communication skills, with the ability to build and maintain positive relationships with members and staff. Must be a strong team player;
- Strong knowledge of financial products, services, operations, and regulatory requirements.
- Sound analytical and problem-solving skills, with a strategic mindset and the ability to make informed decisions;
- Demonstrated ability to achieve sales and service targets, with a focus on member satisfaction and relationship building;
- Proficiency in using computer systems;
- A high level of integrity, professionalism, and ethical conduct.

PREFERRED CREDIT UNION'S VISION:

Ensure service is delivered to our members and team members that is in alignment with Preferred Credit Union's Service Promises:

- I promise to greet you with a smile and address you by name
- I promise to take responsibility in all matters
- I promise to make it easy to do business with Preferred Credit Union
- I promise to respond in a timely manner
- I promise to be knowledgeable
- I promise to maintain a high level of confidentiality
- I promise to make every effort to uphold mutual respect
- I promise to show you ways that Preferred can become a more valued financial partner

BENEFITS (waiting period may apply)

401(k) matching • Medical Insurance • Dental Insurance • Vision Insurance • Life Insurance • Disability Insurance • Health Savings Account • Paid Time Off • Equal Employment Opportunity