



Job Title: Branch Manager	Reports To: EVP/President
Department: Operations	Desc No: 916
Date: 04/2015	Last Revised: 12/2017

GENERAL SUMMARY

Primary Responsibilities:

1. Model a high energy, world-class service and sales culture within the branch and credit union.
2. Coach, develop and mentor staff.
3. Uphold a strong sales culture within the credit union.
4. Assist Senior Management in day to day operations.

Primary Qualifications: Passionate and enthusiastic; possess world class service and leadership skills; strong knowledge and understanding of FirstCCU products and services; strong leadership skills.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Live the First Community Credit Union Mission, Vision and Core Values within the organization and our communities.
2. Provide leadership to staff to maximize their performance, help advance their growth and development, and achieve the credit union's goals through training and supervision.
3. Instill an energetic, world-class service and sales culture through coaching staff in Relationship Development that continually strives to improve the way we serve our members.
4. Manage administrative and operational aspects of designated branches.
5. Assist in branch services and operations, as a backup for all departments, as needed to serve our members.
6. Build strong relationships with new and existing members that lead to referrals and sales. Identify member needs and align products and services that help achieve their financial goals and those of the credit union.
7. Coach a strong Service and Relationship Development/Referral culture within the branch. Mentor and motivate staff; measure and monitor results; hold staff accountable for achieving goals.
8. Oversee day to day branch operations, to include the monitoring of the ATM and the building and grounds.
9. Assist in executing the budget and strategic plan of the branch.
10. Participate in various community activities to promote and represent the credit union philosophy.
11. Collaborate with Senior Management to manage and analyze the security and safety of the branch and to alert staff of any changes to the policies and procedures.

12. Promote the credit union by volunteering and networking throughout the communities that we serve.
13. Provide recommendations to improve branch efficiencies.
14. Provide semi-annual and annual reviews for the branch staff.
15. Responsible for hiring, training and administering disciplinary action related to branch staff, when necessary.
16. Originate mortgage loans and attend mortgage closings when needed.
17. Perform quarterly audits of teller drawers.
18. File CTR's for the branch.
19. Oversee the security equipment and procedures established for the branch.
20. Perform other duties and responsibilities as assigned or deemed necessary in order to meet the credit union's goals and objectives.

Required Knowledge, Skills, and Abilities:

1. Passionate and enthusiastic.
2. Knowledge of the credit union movement, policies, procedures and all branch products & services.
3. Knowledgeable about information relating to financial markets, trends, and industry changes.
4. Knowledge of community groups and activities.
5. Ability to travel locally.
6. Knowledge of federal and state regulations relating to credit union operations management.
7. Availability to work weekends and extended hours, as needed.

Education and Experience:

This position requires a Bachelor's Degree in Business or five (5) years of experience in a financial institution. Must have a thorough knowledge of credit union operational activities and an understanding of financial products as would normally be obtained from five years of progressively responsible experience in a managerial position within a financial institution.

Employees must comply with government and other regulations affecting the credit union industry including but not limited to the Bank Secrecy Act and The USA Patriot Act.

Working Conditions:

Normal office working conditions with the absence of disagreeable elements.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.