

ASI FEDERAL CREDIT UNION JOB DESCRIPTION

JOB DESCRIPTION: BILINGUAL ASSISTANT BRANCH MANAGER

REPORTS TO: BRANCH MANAGER/REGIONAL MANAGER

SCOPE:

Act as a dedicated member of the ASIFCU team always searching for and being open to new ways in which the credit union can be of service to its members. Perform a variety of tasks within the assigned branch that promotes the economic development of the communities that ASI serves by providing cost effective financial services for the benefit of our members who are our primary focus.

PRIMARY FUNCTIONS:

Ensures that members are served promptly. Utilizes knowledge and experience in exercising discretion and independent judgment in resolving problems and answering questions. Responsible for the efficient operation of the branch on a daily basis. Ensures that policies and procedures are followed. Depending on the branch to which assigned, may perform any combination of the duties outlined below.

KEY AREAS OF RESPONSIBILITY:

- Performs the duties of Branch Manager, Member Service Representatives and/or Teller as needed.
- Maintains a clear understanding of the credit union's computer system, policies and procedures, and savings and loan programs to provide technical assistance to staff and to help members solve various problems.
- Manages cash fund, maintaining a proper supply of vault cash, verifying cash received, and maintaining inventory of check, money orders, traveler's checks, and other negotiables for use in the branch.
- Ensures that each employee balances at the close of each business day and all moneys are secured in line with established security procedures.
- When necessary ensures that the branch balances all transactions at the close of each business day. Helps tellers and others to resolve balancing problems and authorizes over/short adjustments.
- Conducts "surprise audits" as necessary to verify accuracy of teller balances.
- Participates in continuing education and encourages staff to do the same.
- Ensures that the branch is open and ready to conduct business each day. Delegates various operational duties, but assumes overall administrative responsibility for operating the branch.

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- Ensures that a professional sales culture is maintained in the branch and that employees conduct themselves in a friendly and professional manner.
- Assumes a leadership role in the establishment of branch, sales, and staff's personal goals and keeps staff informed of progress toward goals.
- Supports and encourages employees efforts at cross selling by means of coaching, praising, and rewarding accordingly.
- Responsible for the general maintenance of the branch. Ensures that all security procedures are followed strictly.
- Responsible for maintaining/enforcing current information in employee handbook.
- Performs other duties as assigned by supervisor that are commensurate with position.
- Enforces dual control across the board with those duties that fall into these categories.

BASIC REQUIREMENTS:

- A thorough knowledge of credit union branch operations, computer system, policies and procedures and savings and loan services to answer questions and resolve problems.
- The interpersonal skills necessary to help coordinate staff activities, including work assignments.
- High school diploma or equivalent.
- Two to three years of increasing responsibility with a financial institution.
- **MUST BE BILINGUAL.**