

ASI FEDERAL CREDIT UNION JOB DESCRIPTION

JOB TITLE: BILINGUAL BRANCH MANAGER

REPORTS TO: REGIONAL BRANCH 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. Branch managers are the primary point of contact for many ASI members. As such, branch managers should maintain outgoing, professional attitudes at all times both with members and supervised staff. An ASI branch manager is articulate, dedicated, and, above all, sales and community-oriented.

PRIMARY FUNCTIONS:

A branch manager is responsible for efficient, effective supervision of a full-service branch office, ensuring that established policies and procedures are followed and delegating some of the day-to-day operations to other employees. Branch managers must be available to make business calls and represent the credit union at civic and community functions.

KEY AREAS OF RESPONSIBILITY:

- Maintain a highly motivated, well-trained staff.
- Motivate and coach staff in product knowledge and sales technique
- Actively market SEG membership to businesses in the branch manager's immediate territory
- Attend at least two monthly charitable or community-based functions or events on behalf of ASI FCU
- Encourage and develop cooperation among staff members to ensure a "team effort" and excellent member service
- Ensure that the branch is open and ready to conduct business each business day.
- Delegate various operational duties, but assume overall administrative responsibility for operation the branch.
- Establish and maintain effective employee relations.
- Promote and maintain a positive image of the credit union to assigned personnel, members, and the community.

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- Hold periodic staff meetings to discuss areas needing improvement, changes in procedures, new developments or services and to present general information.
- Keep Regional Branch Manager informed of department's activities, needs, and problems.
- Cross-train assigned personnel in all products and services offered at the credit union to ensure quality service to members.
- Identify problems, research and analyze issues from different perspectives.
- Conduct performance evaluation and salary review meetings with subordinate staff.
- Analyze, justify, and recommend changes in operations to enhance productivity.
- Manage and follow security and safety procedures, with responsibility to analyze security and safety policies and procedures, and to alert staff of any changes.
- Ensures that the branch balances all transactions at the close of each business day.
- Authorize over/short adjustments when necessary.
- Conduct “surprise” audits as required by Director of Operations.
- Process member loan applications and approve as outlined in credit union policy.
- Maintain knowledge of all state and federal regulations that are applicable to the transactions performed in the teller area.
- Work with the internal auditor to ensure compliance with internal controls in accuracy and branch record keeping.
- Approve member exceptions and authorize service fee refunds to members when deemed necessary.
- Ensure that all information and transactions regarding credit union members are kept confidential.
- Maintain the security of the work area and keep it organized and neat in appearance.
- Maintain a professional and courteous attitude with all people, including fellow employees, members, management staff, board members, and outside vendors.
- Espouse economic empowerment goals for the communities served by ASI as outlined in credit union philosophy

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- Participate in continuing education as approved by Director of Operations.
- Attend meetings as required.
- Assist other employees in the department by answering questions, solving problems and helping with complex work-related matters.
- Performs tasks assigned by supervisor, which are commensurate with position.

BASIC REQUIREMENTS:

- The successful candidate will possess: A Bachelor's degree in business administration (preferred) or 3-5 years experience in a financial institution.
- Strong sales background
- Past supervisory experience is required.
- Excellent oral and written communication skills are a necessity.
- Candidate must possess strong problem solving skills.
- A thorough knowledge of branch operations to coordinate the daily functioning of the branch and to resolve employee and member problems is required.
- Bilingual (Spanish) highly preferred