

Job Title: Branch Manager**Category:** Exempt**Supervises:** All in-branch staff and departments**Reports To:** VP suite

About Us: Doches Credit Union is a dynamic and community-focused financial institution committed to providing exceptional financial services to our members. We believe in the power of financial well-being and are dedicated to shaping a brighter financial future for all. The Branch Manager manages the Credit Union location and plays an important leadership role in defining our organization's future as we continue to grow and evolve.

Overview: The Branch Manager follows Credit Union policies and procedures to supervise and direct operational and financial aspects of the Branch within guidelines and toward goals outlined by the President. This position will serve as the face of the Credit Union to the market in which it is located. The Branch Manager will project a presence in the community to increase awareness which results in a positive financial impact for members and loan and membership growth. This position will survey strengths, weaknesses, threats, and opportunities within the Branch's market with the goal of reacting to the items above and formulating and implementing service-oriented plans.

Key Responsibilities:

1. Supervises, trains, and reviews staff; counsels and/or makes recommends to President for hires and terminations.
2. Provides members with competitive, convenient member financial services, products, and financial education.
3. Formulates and oversees efficient methods for staff to deliver services.
4. Handles specific member requests: resolves disputes, clarifies procedures, acts as loan process/officer, processes withdrawals, opens accounts, assists members with financial planning and education, and responds to other requests for service as needed.
5. Works with leadership to develop and implement plans, procedures, and strategies to enhance service and educate market.
6. Represents the Credit Union, promotes membership, and enhances the image of the Credit Union within the community, business environment, and Credit Union space.
7. Prepares annual forecast of loan demand, deposit inflow or outflow, and needed new services or termination of inefficient services.
8. Maintains compliance with applicable federal, state, and local rules, regulations, and practices.
9. Maintains strength, security, confidentiality, and stability of the Branch which include staff, property, equipment, supplies, and records.
10. Is available to assist other Credit Union locations as needed in the event of staff shortages, emergencies, or special promotional activities.
11. Maintains knowledge of and compliance with all applicable rules and regulations required within the scope of duties, including, but not limited to, the Bank Secrecy Act.
12. Shows ability to perform under time constraints and meet deadlines.
13. Performs job duties and responsibilities in compliance with the Credit Union's policies, procedures, philosophy, and standards of performance.

14. Attends and completes all Credit Union required meetings and training sessions.
15. Maintains a clean, professional work environment and courteous demeanor.
16. Maintains a high level of confidentiality in all matters. Safeguards member and Credit Union information by applying the highest level of confidentiality regarding member, employee, and board interactions with the Credit Union and securing all information in public work areas.

Qualifications:

- 3-5 years of financial institution experience in teller, new accounts, and lending areas. and Credit Union seminar and coursework.
- If no financial institution experience, then business related college degree and at least two years of money-handling experience in similar position.
- High school degree or equivalent.
- Exceptional leadership, communication, and interpersonal skills.
- Ability to successfully work with large number of people in a courteous, professional manner using discretion and excellent judgment.
- Ability to work with sensitive/confidential information and maintain confidentiality.
- Ability to work with various officials, committees, professional groups, and sponsor structures that may have conflicting procedures or goals.

Benefits:

- Medical, Dental, & Vision Insurance
- Life Insurance
- Long Term Disability Insurance
- 401(k) Plan with Employer Match
- Paid Holidays
- Vacation and Sick Leave

Disclosures:

This job description is not intended to be all-inclusive. The employee may perform other related duties as needed to meet the ongoing needs of the organization. Doches Credit Union is an affirmative action employer and committed to providing equal opportunity for all employees and applicants for employment, without regard to race, religion, color, sex, sexual orientation, gender identity, national origin, age, citizenship status, marital status, protected veteran status, mental and/or physical disability, pregnancy, or any basis prohibited by State or Federal law. We encourage applications from candidates of all backgrounds and experiences. Doches Credit Union reserves the right to amend this job description at any time.