



BRANCH MANAGER

We are looking to add new friendly faces to our team! ONE Federal Credit Union "ONE" offers a unique environment that fosters both individual and team growth and rewards performance. As a growing company in today's financial industry, we offer stability, advancement, and the opportunity for financial success. ONE was founded on the philosophy of "people helping people" which is true in our day-to-day operation as well as our community involvement. ONE is a work environment unlike any other financial institution, from the atmosphere to the benefit package, plus so much more! ONE is looking for dynamic and self-motivated people to join our TEAM!

BRANCH MANAGER RESPONSIBILITIES:

- Supervises work scheduling and workflow of daily routine operations.
- Ensures operations are conducted in accordance with established Company policies and with legal and regulatory requirements.
- Ensures branch security. Oversee the building in accordance with set hours and tests security equipment quarterly.
- Acts as a Loan Officer, processing members' loans within established policies and limits.
- Supervises and assists with member service functions. Actively cross sells and performs needs-based sales, educating members on the benefits and features of products and services at ONE in order to help maximize credit union membership relationships and promote opportunities available to members.
- Implements changes to established policies and procedures within the branch.
- Develop long and short-term branch planning.
- Helps develop and implement operational plans, policies, procedures, and goals that further strategic objectives.
- Meets with Administration systematically to evaluate and redefine goals for effective branch operations.
- Provides leadership through effective goal setting and communication.
- Directly supervises all branch personnel. Ensures high quality work and efficiency in operations are maintained. Determines work methods and flow through assigning, directing, coordinating, and reviewing tasks.
- Conducts regular meetings with branch employees to inform and train. Discusses areas needing improvement and changes in procedure.
- Conducts meetings with office administration staff to coordinate activities. Conducts bi-weekly meetings with staff for upcoming activities / promotions, to review any issues currently facing branch.
- Assists with orientation of new employees and staff training sessions. Ensures personnel are well trained in all phases of their respective jobs. Performs cross training as necessary. Conducts security training as necessary.
- Ensures personnel are effective and optimally used. Determines appropriate staffing levels for proper utilization of human resources.
- Tracks individual progress and conducts performance appraisals on each employee at least once annually. Formulates and implements corrective actions as needed. Completes new hire 60 day evaluation. If a new hire does not complete a 60 day evaluation successfully and is given an extended review period, another evaluation must be given at the end of the extended review period.
- Approves all sick leave, vacation, overtime, and time cards for each branch employee. Keeps accurate payroll and attendance records. Reports potential of any overtime to Human Resources and establishes a plan for overtime potential. Reviews all timecards for branch staff before payroll deadline.
- Provides superior member service, uses proper greeting, makes eye contact, uses member's name, and thanks member for their business in person and on the phone, when appropriate.

- Accurately enters member's transactions and information into computer system.
- Completes forms and applications with a high degree of accuracy, including but not limited to, direct deposit cards, debit and credit card maintenance forms, stop payment forms, ACH forms, and wire transfer forms, accurately.
- Performs duties related to safe deposit boxes and / or express boxes.
- Interviews members to obtain information and explain financial products and services, such as share accounts, share draft accounts, etc. Opens and closes accounts for new and existing members following policy and procedure.
- Opens and assists members in maintaining Individual Retirement Accounts (IRAs) and Certificates of Deposit (CDs) and ensures proper documentation and procedures are followed. Ability to accurately process contributions, withdrawals, rollovers, and other transactions.
- Interviews, processes, and disburses lending products (including but not limited to personal, auto, and credit card).
- Researches any discrepancies in the loan process and provides constant contact to the member on the status of the loan process.
- Enrolls members for debit cards, courtesy pay, overdraft protection, electronic bill pay, online banking, audio banking, direct deposit, gift / travel cards, check orders, stop payments, and E-statements, and other products and services assigned. Responsible for maintenance of these products and services as such tasks become necessary.
- Actively cross sells and perform needs-based sales, educating members on the benefits and features of products and services at ONE to help maximize credit union membership relationships and promote opportunities available to members.
- Responsible for charging the member the appropriate fee for products and services, when applicable.
- Strives to exceed individual / branch and company goals.
- Promotes, educates, and supports members on utilizing technology products and services.
- Problem solves to locate and resolve errors using courtesy, tact, and diplomacy by listening to problems, collecting data, securing answers, and reporting results to appropriate parties.
- Researches to answer a variety of member questions. Seeks counsel of Branch Mentor / Supervisor or other departments to resolve member issues, when necessary.
- Ensures operations are conducted in accordance with established Company policies and with legal and regulatory requirements. Completes documentation as required.
- Has the ability to perform all duties of a Universal Associate I and Universal Associate II (included but not limited to performing general teller functions with a high degree of accuracy)
- Answers the phone and help members and non-members alike with their inquiries and needs.
- Additional requirements and specifics will be discussed during the interview process.

The BRANCH MANAGER position could be at any ONE FCU location.

Candidate should be a dynamic self-motivated professional that has a positive past track record of professional, educational, and personal achievement as well as community involvement. Must have excellent verbal and written communication skills, be detail oriented and have good time management abilities. Candidate must have high school diploma or general education degree (GED). The candidate is preferred to have STRONG SALES AND / OR FINANCIAL INSTITUTION experience, and CUSTOMER SERVICE and MANAGEMENT EXPERIENCE.

The ONE Federal Credit Union is an Equal Opportunity Employer.

If you are interested in this Career Opportunity, please **provide your resume AND employment application** to ONE Federal Credit Union. Applications can be found at www.onefcu.com. Upon completion of **application AND resume**, return to: careers@onefcu.com, or through the [indeed.com](https://www.indeed.com) portal.