



Position Description: Branch Supervisor
Location: Camden
Job Type: Full Time

1. Purpose:

Guide and manage the branch in providing quality service to members. Be responsible for increasing loans and shares in the branch through sales efforts within the branch as well as out in the community. In addition, the Branch Supervisor will empower the Head Teller to supervise all of the daily teller operations of the branch while delivering professional service to the members.

Work is subject to review and/or audit on a no-notice basis by CEO, Supervisory Committee, auditors and/or Federal examiners.

Branch Supervisors: Monday – Friday 8:30AM – 5:00PM Saturdays 8:30AM -12:00PM

Salary Range: \$45,000 to \$62,000

Equal Opportunity Employer / Veterans / Disabled

2. Responsibilities:

Primary

- A. Ensure that the branch is adequately staffed with competent employees. Work with Vice President Branch and Digital Banking Operations and Vice President Human Resources to interview, evaluate and hire new employees.
- B. Develop, execute and oversee a business strategy that prioritizes growth and positive member ratings.
- C. Evaluate the job performance of branch staff to ensure quality of work and service to members at least on an annual basis, advising employees on performance where improvement is necessary and reinforcing strong areas.
- D. Will take corrective disciplinary action when necessary. This action shall be in the form of verbal reprimand, written reprimand, suspension and/or dismissal, to be coordinated with the Vice President Branch and Digital Banking Operations and Vice President Human Resources.
- E. Schedule staff to ensure efficient branch operations and quality member service.
- F. Instruct all employees regarding policy and procedural changes.
- G. Responsible for all operational aspects of branch including security and general maintenance of both the building and the branch equipment.

- H. Responsible for all security aspects of branch including maintenance of security equipment and ensuring that security policies and procedures are followed.
- I. Ensure that the branch is in compliance with federal laws and regulations set forth by NCUA and other regulatory agencies.
- J. Work with Internal Auditor to ensure compliance with internal controls.
- K. Conduct loan interviews. Process and close loans. May also have authority to approve loans.
- L. May take mortgage applications and council members on mortgage options.
- M. Open checking and share accounts, Share Certificates, IRA accounts, ATM cards.
- N. Assist staff or members in solving account problems.
- O. Maintain good public relations with members at all times. Become involved in community activities, e.g., Rotary, Chamber of Commerce.
- P. Responsible for enforcing current Credit Union policies and procedures in accordance with manual and directives.
- P. Attend Branch Supervisor meetings and other meetings as directed, provide input at the meetings and present status reports and project reports as required. Communicate meeting results to staff as needed.
- Q. Performs all duties in compliance with the established Credit Union Quality Standards.
- R. Stays current with all services and products provided by the Credit Union and cross sells these services and products whenever possible.
- S. Must display a pleasant, professional style on the job and follow guidelines established in the Credit Union's Policy Manual, including the Code of Ethics, dress code and attendance areas.
- T. Must complete all training designed to enhance capabilities, including in-house training as well as outside seminars, workshops, etc.

Secondary

- A. Performs such duties and tasks as may be assigned.

3. Reports To:

Reports to the Vice President Branch and Digital Banking Operations.

4. Qualifications:

- A. College degree in business or a related field.

- B. Must have a minimum of 2 years' experience in a financial institution or related field.
- C. Experience in sales a plus.
- D. Supervisory or group leadership experience is required.
- E. Must possess strong written and oral communication skills.
- F. Must be a self-starter and an energetic individual.