AMERICA'S CHRISTIAN CREDIT UNION

Branch Manager

Department:	Branch Services
Reports To:	AVP Member Services
Classification:	Exempt, G13
Pay:	$87,870.69 (min) - $109,837.54 (mid) - $131,805.04 (max)
Type:	Full-Time
Location:	Glendora, CA

Purpose:

The Branch Manager will be responsible for planning, directing and overseeing all functions of the branch including but not limited to: Ensuring quality member service experience, ensuring the branch is run within audit compliance, directing branch focuses to achieve credit union goals, and providing coaching and development of the branch team members to enhance the service experience. Utilize authority to make quality and sound decisions and create plans to increase member participation. Will ensure that the branch meets the organizational, financial, operational, service, and growth plans of the Credit Union.

Major Duties and Responsibilities:

- Provides visionary leadership aligned with credit union goals and objectives.
- Assumes overall responsibility for branch operations, ensuring compliance with policies, procedures, and regulations.
- Supervises team members directly, including selection, training, performance appraisal, and work allocation. Responsible for scheduling staff.
- Collaborates with the AVP of Member Services and other leaders to drive initiatives to develop and implement strategies for operational efficiency, exceptional member service, and growth.
- Generates and evaluates reports on branch performance and communicate updates effectively to the team, leadership, and other stakeholders.
- Provides consultative services to members regarding credit union products and services and ensures that team members are providing consultative services by assessing the members' needs, addressing their concerns, and gaining agreement.
- Responsible for proactively resolving escalated member inquiries and problems at the first point of contact.
- Assists in developing, coordinating, and conducting ongoing training on savings, lending, and cross-selling programs; assists in researching, proposing, and implementing new and enhanced products/services to management.

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- Performs and provides approvals for various deposit and loan transactions, including but not limited to check approvals, check hold decisions, cash verification/approvals, loan review/approvals and transaction overrides.
- Performs routine audits of negotiable instruments as well as review and balancing of assigned GL reconciliations.
- Ensures quality control of memberships open and loans funded at the branch. Be able to respond directly to the Internal Auditor and make changes necessary that come out of the Branch and New Account Audits.
- Ensures proper coverage by adequately staffing the branch, setting appropriate schedules for staff, monitoring paid time off schedules, and reviewing timecards.
- Ensures branch operations are being properly managed. Involved in daily operations as needed. Oversee fulfillment of deceased account and claims requests, as well as open or maintain IRAs.
- Identify opportunities for brand and image campaigns and submit ideas and requests to the Marketing Department. Becomes the subject matter expert with regards to the local community. Gathers market data regarding the local community that enables building and maintaining relationships with existing and new members.
- Represents the branch at business development events to bring in new members. Leads branch sales and engagement initiatives focused on new account acquisition and product usage to deepen member relationships.
- Other duties may be assigned.

Expectations:

- Adhere to the principles and requirements of all applicable laws and regulations relating to your position and your ACCU employment, including, but not limited to the Bank Secrecy Act (BSA), the anti-terrorism procedures of the Office of Foreign Asset Control (OFAC), and the Anti-Money Laundering (AML) provisions of the USA Patriot Act.

Additional Functions:

- Helps establish, communicate, and achieve the credit union's goals and standards, ensuring these are fully communicated to and understood by all department staff.
- Identifies areas to streamline department and credit union operations.
- Assists in setting objectives, developing strategies, budgeting, and developing policies and procedures.
- Complying with all government regulatory policies, internal policies and procedures, audit standards remain current and informed of Standard Operating Procedures (SOP) and apprises staff.
- Complies with regulatory compliance and assigned training requirements, including but not limited to BSA regulations corresponding to their specific job duties.
- Performs other duties as assigned.
- Weekend hours may be required on occasion.

Qualifications and Educational Requirements:

- High School Diploma required.
- A bachelor's Degree or equivalent years of experience is preferred.

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- 5-7 years of previous related experience is required.
- 3-5 years of supervisory experience is required.
- Must complete FiCEP certification in 6 months of employment.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel classification. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Pay Scale:

Our pay ranges are built to allow for candidates with various levels of skills and experience to be considered, as well as to allow room for growth and tenure achieved in this role over time. Typically, new-hire salary offers fall within the minimum to midpoint of a pay range for many candidates. Any offer extended to a candidate will be based upon their unique set of knowledge, skills, education, and experience, as well as internal equity.

ADA Compliance Statement:

In compliance with the Americans with Disabilities Act (ADA), ACCU stands ready to accommodate any qualified employee with a disability who can perform the essential duties of their position, as long as necessary accommodations for that employee's disability don't cause an undue burden to the credit union.

To apply, please visit: AmericasChristianCU.com/Apply

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