



POSITION DESCRIPTION

Position: Assistant Branch Manager
FLSA Status: Hourly, non-exempt
Grade Level: 10

Position Overview

Under general supervision, the Assistant Branch Manager serves to aid the Branch Manager in managing and administering the operations and business development efforts of the branch office.

Essential duties and responsibilities:

- Present professionalism and teamwork, courteous and friendly attitude towards members, employees, and co-workers
- Assists with the overall direction of the credit union with specific responsibility towards development
- Provides FSR and Teller services as business and schedule dictates
- Assists the Branch Manager in coaching, developing & training of all Financial Services/Membership Services staff members and holds them accountable for operating and service success
- Ensures FSRs are trained and available to support, educate, and assist the membership with the appropriate level of expert financial knowledge
- Issues and training needs are to be worked on with the HCU Training Coordinator on both an individual FSR basis and as a whole FSR/Teller staff knowledge need
- Assists the BM in providing assistance to employees to ensure efficient and effective delivery of member services while being available at-the-ready for branch staff
- Ensures the appropriate HCU culture of family, CU knowledge, and service to our member and our fellow staff members is maintained
- Plans and assigns work as directed, and develops appraisals of work performance
- Responsible for disciplining and directing improvement plans for direct report employees
- Will address member and employee complaints to resolve issues with the appropriate level of support from HR and VP of Member Services
- Supports and assists with coordinating and leading the credit union's deposit and membership services functions from the front-line teller/cash services perspective
- May be asked to work directly with our leadership team and representatives of associated industries (i.e., SEG's) to evaluate and promote improved and expanded services in area
- May help to develop plans and schedules for the efficient use of materials, machines, technological equipment and employees resulting in outstanding service-delivery to our members and to our staff
- May assist with the review and analysis of production costs and processes related to all of the functions of a profitable membership services environment – enhancements and modifications made for improvement must be supported and implementation managed by this position
- May assist BM in recommending budgets to management relative to the appropriate service tools, physical branch needs, human resource needs, and other associated costs of branch operations
- Position is responsible for the ongoing and timely evaluation/feedback on the success of the direct report employees-conducts performance appraisals, recommending promotions, awards/bonuses, reassignments, re-training, and related personnel functions
- Ensures that the Branch image is favorable, reflecting a sound and secure financial institution that employs prudent housekeeping procedures, safety measures, and provides a pleasant atmosphere for members, including privacy, confidentiality, and ease of use
- Represents HCU at outside functions such as civic and/or community events
- May be required to travel to other branch offices, as needed
- Other related duties and management level functions as might be required for the efficient and effective operation of the credit union, or as might be assigned from time to time by the credit union Senior leadership team



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SUPERVISORY RESPONSIBILITIES:

Manages subordinate supervisors who supervise employees in the Teller area and will manage individual FSR Departmental staff at the office. Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

PERFORMANCE STANDARDS:

The Assistant Branch Manager is expected to attain branch goals in our teller work, savings, lending, account relationships, transactions, and profitability. Productivity standards are determined from time to time to reflect the traffic, volume and market opportunities for the branch.

Minimum Requirements:

- Associate's degree along with 3-5 years of experience; or equivalent combination of education and experience is required
- Strong background in a customer service support role along with 1+ years supervisory experience
- Strong phone and verbal communication skills along with active listening skills
- Progressive growth with banking systems and practices
- Ability to multi-task and work in a fast-paced environment

Competencies and Communication Skills and Abilities:

Ability to operate CRT unit to access the credit union's accounting system and member account information. Basic input, output, error correction, and general ledger account structure knowledge is essential to be able to perform the job.

Ability to communicate, in writing and verbally, as well as public speaking skills are necessary in this role. The ability to manage in a smaller office environment to ensure our HCU culture of employee engagement and member service excellence is required in order to be successful for this position.

Work Environment:

- Required to drive frequently, to various outside organizations, potential commercial and/or individual locations, and various other sites
- Required to sit, stand, walk, stoop, kneel, crouch, or crawl. Ability to use hands and fingers, handle, or feel objects, tools, or controls, reach with hands and arms. Daily use of PC. The noise level in the work environment is usually moderate.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee printed name and signature

Date

Direct Manager printed name and signature

Date