

**Branch Manager**

**Role:**

To direct the operations of a Credit Union facility ensuring the branch meets organizational, financial, operational, service, and growth plans.

**Essential Functions & Responsibilities:**

* Underwrites consumer loans up to the amount assigned per Credit Union policy.
* Hires, reviews, schedules, trains, and monitors the work of branch personnel: conducts performance reviews; allocates resources to meet operational needs within the department; reviews and approves, denies, or modifies department recommendations from subordinates.
* Monitors branch operating results relative to established objectives and ensures appropriate steps are taken to correct unsatisfactory conditions.
* Maintains communications with main office; prepares and submits standard reports; attends scheduled management meetings.
* Represents the branch as appropriate in its relationships with members, sponsor organizations, suppliers, other financial institutions, and similar groups.
* Controls past due and charged off accounts for the branch.
* Monitors all branch activities to ensure they are in compliance with established Credit Union policies and procedures.
* Performs other job-related duties as assigned.

**Knowledge and Skills:**

**Experience:** Three years to five years of similar or related experience.

**Education:**  A four-year college degree.

**Interpersonal Skills:** Work involves much personal contact with others inside and/or outside the organization for the purpose of first-level conflict resolution, building relationships, and soliciting cooperation. Discussions involve a higher degree of confidentiality and discretion, requiring diplomacy and tact in communication.