



Police Federal Credit Union

Title: Branch Manager
Reports to: Chief Operations Officer
FLSA Status: Exempt

Organization Conformance Statement: In the performance of their respective duties and responsibilities incumbent is expected to conform to the following:

- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and management.
- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other departments, employees, customers, members, and management.
- Work effectively as a team contributor on all assignments, and have general knowledge of Police Federal Credit Union's operations and services.

Position Purpose: Proactively manage the Maryland and Academy branch office operations to ensure quality service to members in the areas of account transactions, loan applications, new accounts, and all other credit union products and services. Supervise and coach all branch operations, call center and teller services staff ensuring that all credit union policies and procedures are adhered to and excellent service is delivered to all internal and external customers. Incumbent is to lead by example and solve problems within established credit union policies and guidelines. Provide professional and personal development to direct staff reports to afford growth opportunities.

Essential Duties and Responsibilities: The following are the essential duties and responsibilities of the position:

1. Maintain a highly motivated, well-trained staff for effective employee relations.
2. Apply and evaluate policies and procedures to ensure that all branches are in compliance with federal laws and regulations set forth by the National Credit Union Administration and other regulatory agencies.
3. Recruit and select quality applicants for approved vacancies, ensuring that the Credit Union is adequately staffed with competent and qualified employees.
4. Evaluate the job performance of branch office staff to ensure quality of work and service to members and recommend salary changes.
5. Work with Internal Audit Committee, CEO/President, Chief Operating Officer, Chief Lending Officer, and Chief Financial Officer to ensure compliance with internal controls.

6. Monitor the Maryland and Academy Branch activity to include the number of teller transactions, teller errors, loan volume, share branch and teller and loan personal sales, call center activity and new accounts and be prepared to discuss these topics at monthly “one-on-one” meetings with the COO.
7. Promote the CUNA Mutual Lender Development Program to Credit Union staff and members. Monitor key products and sales within branch to ensure profitable and sound business practices and a high quality of service for all members.
8. Manage the security and safety of the branch, to include but not limited to: opening and closing of the branch, cash vault, member documents and the automated teller machine (ATM). Analyze and monitor security and safety policies and procedures on an ongoing basis.
9. Responsible for monitoring the review of all new membership applications and account updates for compliance.
10. Ensure that staff receives ongoing training on security and robbery procedures.
11. Work in conjunction with the Chief Operating Officer to ensure ongoing training on account and transaction processes and procedures.
12. Schedule adequate staff to ensure efficient branch operation.
13. Conduct loan interviews. Process and/or close loans.
14. Process, approve and open new loan accounts.
15. Required to achieve a branch minimum volume participation rate set by management for loan protection products, Gap Protection and Mechanical Repair Coverage. Provide support with Member Outreach efforts by attending or assigning staff to participate at offsite outreach events. Responsible for the delivery of monthly marketing material to department agencies assigned to the Maryland Branch.
16. Work with the Marketing POC to support outreach events. Train, coach and prepare staff with the necessary skills needed to present at such events.
17. Cultivates relationships with key personnel at existing Field of Membership (FOM) agencies/departments to maintain Police FCU’s position as a benefit to the company employees through: in-person contacts, on-site presentation to groups, Special customized promotions, and participating in orientation sessions and benefits days.
18. Represents Police FCU at various events including FOM functions and performs public relations at civic and community events when necessary.
19. Manage the Call Center and Teller area to ensure that work efforts are defined and implemented according to Credit Union guidelines and policies.

General Duties and Responsibilities: The following are the general duties and responsibilities of the position:

1. Assist staff or members in solving complex account problems. Provide assistance to the facility, which includes daily log into the Call Center Agent to assist with overflow calls as necessary.
2. Coach staff to identify all cross-sell opportunities and to actively sell our Police Federal Credit Union products and services.
3. Reporting and tracking monthly product goals.

4. Perform other duties as assigned by management.

Qualifications: Incumbent will have a minimum of ten (10) years branch management knowledge, skills and abilities in a credit union and/or financial environment. Bachelor's Degree in Business Administration or Accounting preferred or equivalent combination of education and experience. Ability to calculate figures and amounts such as discounts, interest, percentages, required and with proficient knowledge of MS-Office computer software.

Work Site: Although the central offices for Police FCU are located in Upper Marlboro, employees may be required to report for work at other branch locations on an as needed basis.

Overtime/Shift Work: Employee may be required to work beyond the scheduled assigned hours as the need may arise for the credit union.

Employee's Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____