



HORIZON FEDERAL CREDIT UNION POSITION DESCRIPTION

POSITION DESCRIPTION:	Branch Manager
REPORTING TO:	Director of Branch Operations
DEPARTMENT:	Third Street
FLSA STATUS:	Exempt

Horizon understands our employees are the credit union's greatest asset. We recruit and develop enthusiastic, engaged, and empowered individuals to take ownership of each and every member experience to ensure the member is receiving exemplary service. Together, we strive to provide a brighter financial future for our staff, our members, and our surrounding communities.

Our staff is driven by a common passion to be the BEST by doing whatever it takes to exceed the expectations of our members and internal team. They are determined to differentiate our Credit Union in the marketplace through our obsession for delivering superior quality and professionalism. They are collectively focused on conducting all business, internally and externally, with the highest degree of honesty, integrity, consistency and ethics.

POSITION OBJECTIVE

Leads, motivates, and continuously develops a front-line staff to ensure the needs of the members, branch and Credit Union are met. Takes ownership of creating an exceptional member experience to ensure our member's needs are met. Passionately develops awareness within the community through expansion of new business by outdoor business development strategies as well as assisting with the creation and execution of a branch development plan.

RESPONSIBILITIES

1. Serves as ambassador of the Horizon Federal Credit Union (Horizon) brand. Continuously demonstrates the Credit Union's mission, vision, and core values in all interactions with current and perspective members, colleagues, vendors, and members of the community.
2. Ensures operational integrity including compliance in all policies and procedures.
3. Serves as a role model to other employees through words and actions.
4. Effectively sets and monitors branch objectives and goals in conjunction with the overall goal and plan of the credit union.
5. Effectively leads, coaches, counsels, mentors, and develops branch team to increase efficiency, enhance productivity, achieve goals, and provide a consistent atmosphere aligned with credit union culture.
6. Effectively encourages individual and group input, listen to ideas, and recognize behavior and actions that aligns with Horizon FCU's mission, vision and core values.
7. Takes ownership of overall direction and performance of the branch.

8. Manages all personnel issues including interviews, hiring and promoting, schedules, performance evaluations, coaching, discipline actions, and terminations when necessary. Seeks assistance of Human Resources when situation warrants.
9. Reviews and approves employees' timecards for payroll, personal days, vacation days and sick time.
10. Maintains a current and comprehensive knowledge of all related products, services, policies, procedures, rules, and regulations applicable within the branch network, and ensures staff is aware of and comprehends changes.
11. Proactively increases multiple-account relationships with current and prospective members by cross-selling, up-selling, and referring applicable products and services.
12. Communicates in person, over the phone, and through written correspondence in a clear, diplomatic, and professional manner.
13. Takes ownership of member inquires, actively resolves escalated member issues and complaints, and further escalates when necessary.
14. Proactively identifies and communicates areas to increase and enhance efficiencies, productivity, profitability, and provide a consistent team atmosphere.
15. Tracks individual and branch productivity and report monthly.
16. Works harmoniously with colleagues across all departments to meet the needs of the members and credit union.
17. Ensures all branch employees adhere to policies and procedures described in the Employee Handbook.
18. Recommends and manages branch budget, including purchase of equipment and supplies.
19. Keeps abreast of competitor's products, services, and pricing; communicates any potential competitive disadvantage to Chief Experience Officer.
20. Develops and maintains business relationships with external business partners in the local community.
21. Coordinates and participate in special events, both onsite and offsite, for members, local businesses, and communities.
22. Actively participates in internal and external educational programs, schools, or conferences to continually develop greater knowledge and expertise. Take initiative for personal career development, as well as development of staff, and seek opportunities to learn new skills.
23. Completes annual mandatory compliance and other trainings.
24. Willingly participates in Credit Union functions, committees, and events on a volunteer basis or as reasonably requested.
25. Maintains a positive attitude through communication and behaviors.
26. Represents Horizon in a positive and professional manner in community events, sales calls, meetings, and conferences.
27. Travels to other locations as needed.
28. Willingly works a flexible schedule that includes Saturdays and overtime as needed.
29. Completes all other duties as assigned and/or required.

QUALIFICATIONS

Education and Experience: Associates degree from accredited college or university with a concentration in business or finance. Bachelor's degree preferred. Minimum two years' experience in progressive leadership within branch operations, lending, outdoor sales, or retail sales.

Other:

- Maintains a professional demeanor in appearance, communication, and action.
- Possesses a high level of interpersonal communication, both verbal and written.
- Takes command of situations; remains confident, unfazed and undeterred by conflict, dealing with strong personalities, communicating unfavorable information, and allowing others to take risk and grow.
- Effectively work and remain calm under pressure and in tense situations.
- Focused and driven to obtain goals in an ethical manner.
- Demonstrates positivity and enthusiasm regardless of the situation and motivate team to do the same.
- Creative and innovative thinker and problem solver.
- Maintains confidentiality of all members and employees, their business dealings and transactions.
- Solid working knowledge of PC-based programs.

Language Skills:

Ability to read, analyze, and interpret financial reports and documents, periodicals, journals, reference resources, and training and policy manuals. Ability to comprehend and respond to common inquires or complaints from credit union members, colleagues, regulatory agencies, vendors, or members of the business community. Ability to effectively present job-related information to members and colleagues.

Mathematical Skills:

Ability to count currency in denominational increments. Ability to compute discount, interest, profit, and loss; commission markup and selling price; and ratio, proportion, and percentage. Able to perform very simple algebra.

Reasoning Skills:

Ability to apply logical or scientific thinking to define problems, collect data, establish facts, and draw conclusions. Able to interpret a variety of technical instructions and can deal with multiple variables.

Physical Requirements:

While performing the duties of this job, the employee is required to stand; walk, sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Must possess sufficient manual dexterity to skillfully operate standard office equipment, including but not limited to: computer mouse and keyboard, facsimile machine, photocopier, telephone, and calculator. Must be able to view and read written words and numbers from paper and computer screen. Must be able to hear verbal communication in normal volume, pitch, and tone in person and over the telephone.

The physical demands described are representative of those required to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

