

# **First Financial Federal Credit Union**

## **Job Opportunity**

**Job Title:** Assistant Branch Manager

**Summary:** The efficient and effective management of the branch requires a strong, confident, independent individual. The Assistant Branch Manager ensures that established policies and procedures are adhered to and that members are served promptly and professionally. This position will be responsible for building branch business through motivation and coaching of staff and supporting all marketing campaigns.

### **Responsibilities:**

- Knows all teller, operations, lending and account functions.
- Ensures that the branch is open and ready to conduct business each day.
- Manages the branch to ensure effective performance and accomplishment of budgetary and profit objectives.
- Responsible for branch assets, security and overall safety and well-being of staff.
- Responsible for operational compliance and ensures branch is ready for audit at all times.
- Responsible for training, coaching, and performance management of branch staff.
- Interprets credit union policy and procedures for branch personnel. Assures that all branch personnel are updated with current information that pertains to their job.
- Supports efforts of staff in responding to member complaints and intervenes to resolve problems.
- Ensures appropriate staff coverage.
- Prepares monthly reports.
- Reconciliation and settlement of ATM machines.
- Facilities maintenance for the branch building.

### **Qualifications:**

- High School Diploma/GED, some college preferred.
- Credit union experience preferred.
- Possesses minimum of 3 years of related experience, to include proven sales and lending competency.
- Minimum of 2 years management experience.
- Excellent writing skills and interpersonal skills in listening and oral communication.
- Excellent customer service skills.
- Sales motivated to build branch business by selling products and services and attracting new members to the credit union.
- Proficient in Microsoft Office, Excel, Word, Outlook and computer familiarity.

- Numerical ability.
- Able to travel to all branch locations and work Monday through Friday with 3 Saturdays per month, depending on business needs.

As a First Financial employee, you'll enjoy a challenging work environment and an opportunity to make a difference. We offer paid training and a great benefits package including Medical, Dental, Rx, Vision, Life Insurance, Vacation, Sick, Personal, Tuition Assistance Program and Retirement Plan.

Equal Opportunity Employer/Veterans/Disabled