

First Financial Federal Credit Union

Job Opportunity

Job Title: Branch Manager

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

Responsibilities:

- 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 the branch is ready for audit at all times.
- Responsible for training, coaching, and performance management of branch staff.
- Knows all Teller, Sales, Lending and Operations functions.
- Interprets credit union policies and procedures for branch personnel. Ensures that all branch personnel are updated with current information that pertains to their job.
- Supports efforts of their staff in responding to member complaints, and intervenes to resolve problems.
- Ensures appropriate staff coverage.
- Prepares monthly reports.
- Oversees reconciliation and settlement of ATM machine(s).
- Branch facilities management.
- Branch Manager work schedule is Monday – Saturday.

Qualifications:

- Some college desirable.
- 3 to 5 years in a finance-related direct customer service position.
- Minimum 3 years' of additional management experience.
- Excellent writing skills and interpersonal skills in listening and oral communications.
- Sales motivated to build branch business by selling products and services and attracting new members to the credit union.
- Good computer skills, MS Office and Excel proficient.
- Numerical ability.

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