

First Community Credit Union

JOB POSTING

POSITION TITLE: Retail Manager

POSITION SUMMARY

Manage and direct the retail sales and service function in a large market in order to meet the financial services needs of members. Ensure compliance with operating policies and procedures and outside regulatory requirements and provide supervision to assigned branch personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Enthusiastically support the Credit Union's focus on member sales and service. Seek out sales and cross-sell opportunities and promote products and services based on member needs.
 2. Consistently meet or exceed branch sales goals to support overall Credit Union financial goals.
 3. Provide leadership and directly supervise assigned branch personnel. Provide ongoing coaching and ensure a positive and professional team environment, high quality work and efficiency in operations are maintained, and branch personnel are well trained in all phases of their respective jobs.
 4. Effectively apply management practices in leading the work of assigned branch personnel and building an engaged team. Exercise managerial leadership duties as it relates to staffing, development, training, coaching, motivating, performance management and disciplinary action. Conduct staff meetings to keep branch personnel informed of pertinent policies and procedures affecting their jobs.
 5. Maintain a working knowledge of the Credit Union's consumer lending and credit policies and answer member questions as appropriate; take loan applications; and approve or reject loan applications within individual lending authority. Perform activities related to new account opening.
 6. Participate in and seek opportunities for branch growth through community involvement, community leadership activities, branch business development and marketing activities. Encourage branch personnel to actively participate in business and community events.
 7. Respond to difficult or complex situations and concerns of members and others. Find solutions, whenever possible, without escalating to the next level of management.
 8. Monitor activities of the branches within the market to insure they are in compliance with established policies and procedures.
 9. Advise manager of the activities, needs, and problems in the branch locations. Prepare and submit standard reports as requested. Assist manager with the completion of all administrative, sales, and operational tasks as directed.
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EDUCATIONAL/EXPERIENCE REQUIREMENTS

EDUCATION/CERTIFICATION:

- B.S. or B.A. degree in business or related field; experience will be considered in lieu of formal education.
- Requires incumbent to be registered in the Nationwide Mortgage Licensing System and Registry.

EXPERIENCE REQUIRED:

- At least five years of relevant experience in a financial institution with a minimum of three years of management experience.
- Experience in business development activities and sales coaching.
- Knowledge of compliance and regulatory issues surrounding branch operations, account opening and retail lending.
- Thorough knowledge of the features and benefits of all products and services and a strong working knowledge of operating policies and procedures.