



### **Branch Manager – Richmond Hts., Ohio**

Century Federal Credit Union, established in 1948 and one of the largest credit unions in Northeast Ohio, has an opening for a Branch Manager at our Richmond Heights Branch.

This position has overall responsibility for managing a credit union branch by supervising staff, maintaining compliance, security and operations. This position has responsibility for member experience, ensuring that the branch is staffed with qualified employees and that all activities at the branch are coordinated in alignment with Century Federal Credit Union's policies and procedures; approved by its' Board of Directors.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Oversee the overall operation of a branch location.
- Ensure the branch maintains operations efficiencies.
- Engage in consistent consultative selling techniques in order to achieve branch sales goals.
- Identify ways in which to increase or maintain the overall morale of branch staff.
- Apply and evaluate policies and procedures for the department.
- Implement and maintain operational procedures.
- Comply with procedure manuals and ensure personnel are adequately trained on contents.
- Evaluate job performance of subordinates.
- Recruit and aid in the selection of quality applicants for vacancies.
- Cross-train assigned personnel in all products and services offered at the credit union.
- Manage and recommend the purchase of equipment and supplies.
- Approve member exceptions and authorize service fee refunds to members.
- Work with the VP of Risk and Compliance to ensure compliance with internal controls.
- Implement ongoing training and cross-selling programs.
- Provide coaching and counseling to branch personnel.
- Cross-sell credit union products and services.
- Maintain maximum security over cash and other valuables on hand.
- Accurately respond to all member inquiries.
- Properly sign on new Select Employee Groups and maintain existing relationships with Select Employee Group Ambassadors.
- Serve as a Notary Public.

## **JOB REQUIREMENTS**

- Bachelor's Degree or equivalent; or five to ten years related experience and/or training in the financial industry, credit union experience preferred.
- Prior supervisory experience.
- Registered/Certified Mortgage Loan Originator (MLO) with the National Mortgage Licensing System.
- Knowledge of lending, collections, deposit accounts, individual retirement accounts, web-based technology, principals and practices of effective selling techniques within the financial industry.
- Knowledge of the Federal Credit Union Act, plus bylaws and regulations that apply to federally-chartered credit unions.
- Knowledge of and compliance with all necessary regulations including, but not limited to OFAC, BSA, CIP, US Patriot Act, Fact Act, etc.
- Knowledge of the principles and practices of financial institution savings programs.
- Knowledge of banking procedures as they relate to money management and money movement.
- Ability to collect and analyze data.
- Strong analytical and problem solving skills.

The successful candidate must meet and comply with all requirements set forth in the SAFE Act, including, but not limited to successful completion of the required background checks and drug screen.

Century Federal Credit Union offers competitive pay, a full range of outstanding benefits including tuition refund, opportunity for advancement, and work/life balance. We, at Century Federal Credit Union, believe that by valuing the differences among us, we demonstrate our commitment to treating all of our employees and members with fairness, dignity and respect. "Together We're Better" is our motto.

Century Federal Credit Union is an Equal Opportunity Employer committed to engaging a diverse workforce and sustaining an inclusive culture. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status.

*We are an Equal Opportunity Employer*