

## **Branch Manager**

### **PWC Employees Credit Union –Manassas, VA**

**Job Class:** Full Time, Salary-Exempt

#### **Summary**

The Branch Manager is responsible for the daily operation of their assigned branch Location. This includes compliance with all Federal and State regulations, as well as Credit Union policies and procedures at the Branch level. The Branch operations manager ensures that front-line employees have the skills and the knowledge to complete their assigned duties and provide excellent customer service. The Branch Manager also ensures that the branch locations have all the tools and infrastructure needed to ensure operation. The Branch Manager reports to the Director of Branch Operations & Management.

#### **Major Duties and Responsibilities**

- Supervise branch front-line staff
- Assist members with complex transactions and resolve escalated member issues
- Review of branch activity audit reports
- Oversee and perform audits of branch tellers, cash vaults, ATMs, and overall branch balancing
- Participate in hiring and termination process of front-line staff
- Training of front-line staff and ensure completion of the training program in a timely manner
- Ensure employee development through coaching, counseling, and performance reviews
- Oversee branch front-line scheduling
- Communicate any problems, differences or potential losses to the Director of Branch Operations
- Manage and complete Branch maintenance activities and issues
- Liaise with the Director of Branch Operations and third-party vendors to ensure operational functionality of the branches and to ensure adequate supply of branch needs
- Involvement in strategic growth plans for their branch and market
- Exude professionalism inside and outside the Credit Union, during and after hours
- Promote in-branch cross-telling of products and services to current members
- Ensure branch and front-line staff compliance with local, state, and federal rules and regulations
- Float between branches as needed
- Other duties as assigned

#### **Job Requirements**

- Ability to lift 25 pounds
- Sit for long periods of time
- Utilize multiple workstations
- Work Saturdays
- Authorization to work in the United States
- Must be bondable and pass a detailed background check

#### **Skills, Knowledge, and Experience**

- Detailed knowledge of branch level procedures, oversight, reporting, and file maintenance
- 5 years banking experience with 2 years of supervision experience with proven ability to lead and train employees
- Experience working in Credit Unions or other member-focused institutions.
- Experience managing and evaluating employees.
- Excellent oral and written communication skills
- Excellent problem-solving skills
- Excellent organization, project management, execution and delivery skills.
- Ability to remain flexible and withstand unpredictable changes to schedules and deadlines.
- Maintain knowledge of Federal and State banking regulations as well as internal policies and procedures relating to branch level operation.

**Available Benefits:**

- Health insurance
- Dental insurance
- Vision insurance
- Retirement plan
- Paid time off

**Schedule:**

- Monday to Friday
- Some Saturdays required
- Some holidays required
- Day shift

**Work Remotely:** No

Submit your resume to Nidhi McCaslin- [nmccaslin@pwcecu.org](mailto:nmccaslin@pwcecu.org)