



The Sunnyside of Money™

Branch Manager / Member Empowerment Lead

LYNN HAVEN, FL

Take a dash of Florida panhandle personality and mix it with a heaping serving of big city resources, and the result is what you get from Hello Credit Union – local charm with global access. That’s right – we are a not-for-profit financial cooperative based in the Florida panhandle offering affordable banking products, like checking and savings accounts, as well as competitive consumer and real estate loans.

In addition to a welcoming approach to financial services, we embody being ‘The Sunnyside of Money’ by warmly reaching back to our community. You may have recently seen us volunteering at:

- Arc of the Bay – Team members installed a memorial rock garden to create a beautiful space to remember those lost.
- American Red Cross – Volunteers installed smoke detectors for low-income families.
- Beach Care Services – Staff assisted with intake for clients in need of financial assistance.
- Brookdale Memory Care Community – Employees spent time engaging with residents through games, activities, and a special lunch, including fitness exercises, trivia, and memory games.
- St. Andrews State Park – Volunteers participated in a beach clean-up effort to help maintain the beauty of the local shoreline.
- Helping Hands of Blountstown - Staff volunteered at a local store to assist with installing new technology / equipment.

“At Hello Credit Union, giving back is at the heart of who we are,” said Mike Akers, CEO at Hello Credit Union. “Our team takes pride in serving our community, and we are honored to support these incredible organizations that make such a meaningful impact every day.”

Position Overview: We are seeking a dynamic and experienced Branch Manager. The ideal candidate will be responsible for overseeing all branch operations, ensuring exceptional member service, and driving business growth.

Key Responsibilities:

- **Operational Leadership:** Manage daily branch operations, ensuring compliance with policies and procedures.
- **Team Management:** Supervise, mentor, and develop branch staff to achieve performance goals.
- **Member Engagement:** Foster a member-centric environment, addressing inquiries and resolving issues promptly.
- **Business Development:** Identify and pursue opportunities to expand the branch's member base and financial products.
- **Financial Oversight:** Monitor branch performance metrics, including budgets and financial reports, to ensure profitability.
- **Community Involvement:** Represent the credit union in local events and initiatives to enhance community presence.

Qualifications:

- Bachelor's degree in Business Administration, Finance, or a related field preferred.
- Minimum of 3-5 years of experience in a financial institution, with at least 2 years in a supervisory role.
- Strong leadership and team-building skills.
- Excellent communication and interpersonal abilities.
- Proven track record in achieving business growth targets.
- Proficiency in financial software and Microsoft Office Suite.

Benefits: Hello Credit Union offers a comprehensive benefits package for full-time employees, including:

- **Financial Well-Being:** Annual bonuses, 401(k) matching up to 5%, retirement planning assistance, employee loan discounts, and access to exclusive discounts.
- **Wellness:** Medical, dental, and vision coverage; mental health resources; paid time off; short-term and long-term disability; Teladoc access; health savings accounts; flexible spending accounts; company-paid life insurance; and employee assistance programs.
- **Work-Life Balance:** Paid federal holidays and bereavement pay.
- **Community Involvement:** Paid volunteer hours to support local initiatives.
- **Growth Opportunities:** Tuition reimbursement and advancement prospects within the organization.

Hello Credit Union is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Apply at: <https://www.hellocu.com/careers>