



**Position: Branch Operations VP**

**Reports to:** President, CEO

***Position Purpose:*** Direct all aspects of the operations of branches to ensure effective and efficient operations, quality of member service, and compliance with existing regulations and policies for branches. Participate in the strategic planning and management of credit union branches.

**Job Responsibilities**

- Participate in the credit union's long-and short-term strategic planning as it relates to operations.
- Establish strategic planning parameters and monitor compliance goals and objectives.
- Communicate goals and direction with managers and supervisors to ensure clear understanding of rules, regulations requirements, and expectations.
- Implement and monitor procedures to comply with credit union policies and governmental rules and regulations. Work with department heads to maintain consistency in credit union policies and procedures. Develop and apply new policies and procedures for operations.
- Apply and evaluate policies and procedures in compliance with federal laws and regulations set forth by the NCUA and other regulatory agencies.
- Supervise all aspects of daily operations activities of the branch, virtual services and member service departments. Coordinates all department functions in accordance with regulations, policies, principles, and procedures.
- Ensure the safety and security of branches.
- Maintain a well-trained, highly motivated staff.
- Provide recommendations for Operations budget. Monitor and track Operations budget on an ongoing basis for adherence.
- Oversee the development and monitoring of performance standards. Provide mentoring and coaching to support and develop supervisors and staff.
- Develop and/or assist in the development of training for staff.
- Assist managers and supervisors in resolving complex member problems or complaints.
- Keep abreast of changes in the industry and changing trends and react to changes in a way that maintains competitiveness.

**SUPERVISORY RESPONSIBILITIES:**

- Supervises staff and supervisors of virtual services and member service departments and carries out supervisory responsibilities excluding hiring, firing, or disciplining, in accordance with the organization's policies and applicable laws.
- Responsibilities include planning, assigning and directing work, training, rewarding and coaching employees, addressing complaints, resolving problems, and evaluating job performance.
- Maintains smoothly functioning work areas in compliance with standards set by all regulatory agencies.
- Promotes and always provides prompt, professional, helpful knowledge and courteous service while maintaining a positive image of the Credit Union and co-workers, members, vendors and the community.

**PERFORMANCE STANDARDS:**

Performs function with minimum of direct supervision while providing direction and management to staff performing varied functions for members of the credit union. Performance is judged primarily by the level of productivity in the branch, the stability of the staff, and the overall quality of service delivery. Cooperative and positive attitude toward members and credit union staff. Maintain a professional appearance and demeanor.

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

Bachelor's degree from a four-year college or university; and/or three years related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS:**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals, Ability to effectively present information and respond to questions from groups of managers, staff, members, and the general public.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to focus on details and prioritize work.

**ABILITIES:**

- Ability to communicate with tact, discretion, and courtesy within and outside the organization.
- Ability to work independently.
- Ability to handle stress in a high volume and fast-paced environment.
- Ability to manage multiple tasks and priorities.
- Ability to maintain confidentiality.
- Ability to effectively supervise staff.
- Professional appearance and demeanor.

**OTHER SKILLS AND ABILITIES:**

- Excellent organizational skills.
- Excellent written and verbal communication skills.
- Excellent interpersonal skills.
- Ability to operate a computer including input, output, and inquiry to member accounts and other account information required in the virtual service function.
- Ability to operate standard office equipment and tools, such as computer, postage machine, telephone, copier, printer, and scanner.
- Familiar with the differences in products and services offered by other financial institutions to those offered by the credit union.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works near moving mechanical parts and in outside weather conditions and is occasionally exposed to moderate cold and heat.

The noise level in the work environment is usually moderate.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and the ability to adjust focus.

**MENTAL DEMANDS:**

The mental characteristics necessary to competently perform this job include the occasional need to be persuasive, use good judgment; and the continuous need to use auditory perception, memory, and reasoning ability. This position requires an individual who can multitask, diffuse conflict, and manage stressful situations.