

Branch Manager

First Missouri Credit Union, Missouri's oldest and longest serving credit union is seeking the right candidate to work with our members to build trust and long-term relationships through personalized service and financial education.

General Summary

The primary function is to serve the Credit Union membership by guiding and managing the branch office, providing exceptional service in new accounts, loan applications, account transactions, and problem solving all within the established policies and guidelines. Guide and manage a staff of 6 to 8 employees.

Essential Functions

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1. Participate in the development and implementation of a dynamic branch growth plan that grows loans, deposits and service usage toward profitability targets.
2. Support the Financial Services Representatives, including loan underwriting and analysis, to achieving monthly assigned loan goals.
3. Accurately match product benefits to member needs through listening and relationship building.
4. Field and resolve member disputes or complaints
5. Direct the coaching, motivation, and supervision of the branch staff toward meeting or exceeding sales and service goals.
6. Complete performance evaluations (3 times per year) for branch staff.
7. Promote professional business image of branch and staff at all times.
 - a. Initial facilities troubleshooting, i.e. lights out, etc.
 - b. Coordinate indoor/outdoor maintenance
 - c. Proficiency with security equipment, i.e. alarms, cameras, etc.
8. Manage the daily scheduling of branch staff, in coordination with the Member Service Manager, assuring prompt member service.

Secondary Tasks

1. Back up frontline functions as needed.
2. Additional tasks as assigned by the Member Service Manager.
3. Notary public/Medallion Signature Guarantee

Skills, Knowledge & Experience

- High school diploma or some college preferred
- Positive attitude with excellent interpersonal skills

- High aptitude in working with computer applications, including assisting others
- Superior communication and demonstration skills

Preferred Background

- One or more years of experience in a financial institution, service environment, and/or lending
- Goal oriented with a cross sell aptitude
- Organized, ability to manage time and pay attention to detail