

Juniata Branch Manager

Reports to: VP of Member Service

Responsible for: Juniata Branch Staff

Position Purpose: Guide and manage the branch office to provide quality service to members during new account openings, transactions, and loan applications. Plan, control, and coordinate the functions of MSR line and employees in the branch to achieve established objectives. Maintain adequate amounts of cash, ensure an appropriate level of staffing, and provide general training and supervision of all branch employees. Resolve problems within established policies and guidelines.

Job Responsibilities

- Supervise teller operations and vault transactions
- Maintain a highly motivated, well-trained staff, maintaining effective employee relations.
- Assist the VP of Member Service with one-on-one discussions and performance evaluations of branch staff to ensure quality work and excellent service to members.
- Coordinate staffing schedules with the VP of Member Service to maintain optimal branch coverage.
- Receive, process, approve, and close loans; participate in loan department meetings and assist loan department operations as requested.
- Perform MSR transactional duties as needed.
- Ensure proper control and reporting of cash (both teller and vault).
- Establish and maintain a professional and welcoming branch office environment.
- Execute supervisory decisions promptly and effectively.
- Identify and implement alternatives to improve teller operations through enhanced training programs.
- Apply and review branch policies and procedures to ensure compliance with Federal laws and regulations set forth by the NCUA and other regulatory agencies.
- Manage branch security and safety; continuously analyze and update related policies and procedures.
- Assist staff and members in opening accounts and resolving complex account issues.
- Ensure branch staff are fully knowledgeable about all credit union products.
- Keep management informed of Credit Union conditions, operations, and influencing factors.
- Conduct research and initiate special projects as requested.
- Perform other duties and responsibilities as requested.

This job description covers only the essential functions for this position. The incumbent is expected to satisfactorily perform other related duties as assigned. All tasks are subject to possible reasonable accommodation with respect to statutorily protected individuals with disabilities.