



## **BRANCH MANAGER**

### **WHY LAFCU?**

LAFCU is a credit union that's been serving our community for over 80 years. We have recently expanded to provide financial services to people and businesses across the entire state of Michigan. We are very involved in serving our community and we proudly donate close to \$100,000 back to our community every year; whether we're feeding the hungry, having clothes, diaper and toy drives, working on habitat homes, involved in supporting arts and music in our community and schools, providing financial education to schools, or paying for our community to take their families to the zoo; you'll see LAFCU rolling up our sleeves and giving back.

We are a full service financial institution; providing relevant products and services such as debit and credit cards, savings accounts, auto loans, mortgage loans and many more. We offer our credit union members \$100 cash reward for every new line when switching to Sprint and \$50 cash reward for every line transferred for current Sprint customers, \$2,000 free accident and death and dismemberment insurance, and so much more.

LAFCU is the proud exclusive sponsor of the LAFCU Fireworks series with the Lansing Lugnuts and the official Kit (uniform) sponsor of Lansing Ignite, Michigan's only professional soccer team.

In addition to our competitive compensation package; including 401k, we have a strong tuition reimbursement program; and believe strongly in work/life balance.

### **SUMMARY:**

Support LAFCU's Service Standards, Vision Statements (Reduce standby time, balance the workload, protect the member experience, create transparency and promote effective communication) and Goals while developing and leading a cohesive and productive team. Represent LAFCU through community engagements and volunteer opportunities, creating relationships outside of the credit union. Must embrace the credit union philosophy of "People Helping People" values. Engage membership to create an enhanced membership experience and support LAFCU's Credit Union for Life philosophy.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Supports, trains and monitors staff for developing knowledge and skill set, including but not limited training, monitoring productivity, performing quarterly one-on-one coaching sessions and annual performance appraisals. Assist with employee morale and performance concerns as needed and ongoing. Ensure branch schedules are efficient and the appropriate staff are scheduled at each location.
- Monitor and track all branch/department/individual goals. Monitor branch/department productivity/profitability. Coach and create engagement with staff to meet these goals. Accurate tracking and documentation of employee performance, including, but not limited to, late times, member feedback, goal productivity, disciplinary action as warranted, and

coaching/performance meetings. Ensure that all staff are fulfilling their daily duties and roles outlined in their position descriptions.

- Effective leadership and communication skills to support the development and motivation of the team. Hold regular branch/department meetings to ensure transparency of credit union happenings and support consistency of expectations.
- Monitor branch/department operations to ensure that security procedures are being followed. This includes training staff of emergency responses, completing audits and correcting findings as warranted.
- Ability to independently initiate and lead major projects; align departments' capabilities and lead people to perform.
- Evaluates and decisions, as necessary: member and loan applications, issuance of products and services, and resolves difficult member situations. Takes into consideration LAFCU's mission statement, tag line, and service standards while mitigating risk.
- Maintains an understanding of applicable regulations and laws. Maintain an up-to-date understanding of credit union policies and procedures as they relate to compliance.
- Communicates branch/department needs to ensure proper maintenance and professional appearance of the branch/department.

## **QUALIFICATIONS**

### **EDUCATION and/or EXPERIENCE:**

Three years to five years of similar or related experience.

(1) A two-year college degree, or (2) completion of a specialized certification or licensing, or (3) completion of specialized training courses conducted by vendors, or (4) job-specific skills acquired through an apprenticeship program.

### **INTERPERSONAL SKILLS:**

Work involves much personal contact with others inside and/or outside the organization for the purpose of first-level conflict resolution, building relationships, and soliciting cooperation. Discussions involve a higher degree of confidentiality and discretion, requiring diplomacy and tact in communication.

### **OTHER SKILLS AND ABILITIES:**

Able to operate a 10-key calculator, Microsoft Word, Excel, and computer keyboard .

Some travel between branch locations may be required.