

# Job Opportunity- Branch Manager-Wallaceburg

**Job Title:** Branch Manager

**Reports To:** Director of Sales and Services

**Salary:** \$55,000 to \$71,000 (Plus Benefits & Incentive Pay)

**Location:** Wallaceburg

## Job Opportunity:

Are you someone who is looking for a challenge, believes in building strong relationships and enjoys helping others succeed? Are you looking for a leadership opportunity where you are an integral part of a team and can make a real difference? Southwest Regional Credit Union is currently looking for a strong leader to guide and grow our Wallaceburg branch location.

## Our History:

Southwest Regional Credit Union is a full-service Credit Union, offering a wide variety of products and services to meet our Members needs, including day to day banking, lending, investments and wealth management services. We have come a long way since we opened in 1939 and much has changed – but the Credit Union still believes in its roots of ‘Serving People with People’ and is focused on delivering superior service to its Membership and providing “Banking Like it Used to Be.” Southwest continues to thrive and grow, and we are looking for a strong candidate to join our team and add to the future success of our Credit Union.

## Job Summary:

The Branch Manager is responsible for the overall day to day operation of the Branch and performs the assigned job duties to meet the strategic goals of the Branch and overall organization. Key job functions include the direction, supervision, coordination, and communication of all activities within the branch office in accordance with Credit Union Policies and Procedures, By-Laws and the Credit Union Act & Regulations. The position is responsible for the generation of branch growth, profitability, and to establish community relationships while promoting the Credit Union. This management position is responsible for (but not limited to) completing Member applications for lending & investment products while working collaboratively with other members of the staff team. The Branch Manager understands his/her role as a brand ambassador and provides a positive brand experience to all Members.

## Duties and Responsibilities:

- Responsible for the daily supervision and management of branch staff including performance reviews.
- Leads and supervises employees in the delivery of products & services to Members.
- Coordinates the activities of the branch operation, including the gathering of deposits, growing a quality credit portfolio, and delivering superior service to our Members.
- Responsible for meeting with Members and prospective Members to discuss and sell lending & investment products, approving loans within authorized limits, the collection of delinquent accounts and handling of Member complaints.
- Responsible for the promotion of the Credit Union within the branch community.
- Participate in the planning, budgeting and tracking of branch objectives.

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- Work to achieve the operational goals of the Credit Union to ensure that all products and services are marketed in accordance with our Market Code of Conduct and the overall business objectives of Southwest, including Member satisfaction and sales growth.
- Establish and maintain an up to date level of knowledge of competitor products and services; provide recommendations to the Director of Sales and Services to ensure the branch remains competitive in all areas; support implementation of new products and services for Southwest Regional Credit Union.
- Ensure branch operates within established risk management guidelines, and in accordance with Anti-Money Laundering, the Privacy Act and other applicable legislation in combination with Southwest Regional Credit Union policies and procedures.
- Maintain a strong level of knowledge regarding Southwest Regional Credit Union branch-related policies, procedures, established practices and documentation in order to act as a resource to staff and in support of the Director of Sales and Services.
- Follow safe work practices as prescribe by the Occupational Health and Safety Act and Credit Union Policies and Regulations.
- Performs other duties as may be assigned by the Director of Sales and Service.

### **Qualifications:**

- Minimum secondary school education and completion of post-secondary education preferred. A business-related degree would be an asset.
- Able to supervise and direct staff in a sales and service environment.
- Minimum of 5 years' experience in a financial institution with supervisory banking, lending, and investments experience.
- Mutual Fund license, or willing to work towards this designation.
- Must be capable of developing a strong knowledge of computer systems.
- Strong general office skills and sales and marketing experience required.
- Previous Credit Union experience would be considered an asset.
- Willing to work extended hours and attend after hour events as needed.
- Must be bondable.

We are an equal opportunity employer who values diversity in our workforce and Members. We provide equal employment opportunity for all qualified applicants.