

Branch Manager

Why Work for Mainstreet Credit Union?

Because Mainstreet Credit Union has consistently provided stability for employees and members over the span of more than 65 years. Not to mention, Mainstreet Credit Union aims to be the financial home to every member. We continue to strive for a welcoming culture, where our employees are knowledgeable, helpful, and accountable for their position within the team. To achieve this vision, we provide continued training and development opportunities, as well as a friendly environment where members and employees can feel at home. Being a not-for-profit organization, we keep business simple and real. We enjoy sharing in our community, and we always find the most effective way to serve our members and provide full pay and benefits for our employees, even through uncertain times.

In addition to our friendly and welcoming environment, we offer our employees:

- Day-time hours that provide for a healthy work-life balance
- Three weeks of PTO in the first year with a generous annual PTO carryover plan
- A wide variety of insurance options for health, dental, and vision
- 401k with company match
- Company provided life insurance and long-term disability
- Special product perks for employees

Let's Learn About the Job

Position Overview:

The Branch Manager is the primary liaison between Mainstreet and the community our branch serves. The Branch Manager oversees and directs the daily operation of a credit union branch with the purpose of providing quality service to members. The Branch Manager regularly and customarily directs the work of the staff to effectively identify the financial needs of our members, promotes a cross selling culture and ensures that branch staff meets or exceeds established goals. The Branch Manager also provides on-site leadership, motivation and direction for the branch staff; expands the member base and branch profitability; integrates products/services with members' needs and actively participates in the community in order to market and promote the Credit Union's services.

Major Responsibilities:

- Oversees the entire branch(s) operation to include:
 - Ensuring adequate staffing for efficient branch operation

- Monitoring branch activity including number of transactions, volume, teller error, loan volume, new accounts, etc.
- Being accountable that established branch goals are met or exceeded.
- Monitoring appearance of branch to provide a secure and pleasant physical environment for employees and members.
- Contributes to credit union development through appropriate involvement in community activity and Select Employee Groups.
- Functions in a supervisory role to provide coaching, training, development, performance appraisals, and salary recommendations for direct subordinates.
- Functions as a lending officer, and member service representative.
- Solves problems of a complex nature applying good judgment and management expertise.
- Performs other duties as needed.

Required Education and Experience:

- Associate's degree or 3-5 years related sales, retail or financial experience
- One to three years of related experience (supervisor/management, banking, credit union, or financial environment)

Knowledge, Skills and Abilities:

- A solid understanding of regulatory and compliance standards, including but not limited to the Privacy Act, Bank Secrecy Act, USA Patriot Act/CIP and OFAC requirements. Must complete compliance training requirements as established by Mainstreet CU.
- Strong verbal, written, and interpersonal skills.
- Strong networking and relationship building skills.
- Basic knowledge of credit union products and services.
- Detail oriented and good organizational skills.
- Problem-solving skills.
- Ability to motivate and direct fellow employees.
- Knowledge of financial industry regulations and standards.
- Ability to analyze and resolve employee relations conflicts.
- Knowledge of loan policies and procedures to support lending concepts.
- Experience creating and managing annual budgets.
- Working knowledge of cross-selling programs and practices utilized by the credit union.
- Sales and marketing orientation with emphasis on cross-selling credit union services.
- Math aptitude.
- Computer terminal/PC skills (FMSI, Symitar, MeridianLink and any other applicable systems knowledge).

Physical Requirements:

- Regularly required to talk and hear. Frequently required to stand, sit, walk, use hands to finger, handle or feel; and reach with hands and arms.
- Lifting (may require up to 50 lbs.)

Company Overview

Mainstreet Credit Union began in Johnson County over six decades ago as the Northeast Johnson County Teachers' Credit Union. Over the years, Mainstreet Credit Union has grown its business by expanding to new locations and acquiring smaller credit unions in the Kansas City area. Today, Mainstreet Credit Union has over 63,000 members, 12 branches across 9 cities, and a much shorter name!