

## **Assistant Branch Manager**

### **Why Work for Mainstreet Credit Union?**

Because Mainstreet Credit Union was named the Best Credit Union in Kansas by Forbes Magazine, of course! 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.

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

- Work-life balance because of our day-time hours
- 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
- Discounts on consumer loans

### **Let's Learn About the Job**

#### **Position Overview:**

The Assistant Branch Manager is responsible for assisting in the management of an assigned branch office's key activities, including teller activity, business development, lending, and operations to ensure high levels of member service and achievement of business goals and objectives. This position has direct supervisory responsibility for all staff in absence of branch manager.

#### **Major Responsibilities:**

1. Provides direction and support for teller activity through scheduling, training and development, directing and evaluating performance, recommending promotions, transfers and salary adjustments; identifies performance problems and takes action to correct.
2. Completes reconciliation of daily teller processes, official checks, traveler's checks, cash reports and shipments.
3. Assures teller discrepancies and account related concerns are resolved in a timely manner.

4. Performs as a paying and receiving teller; assists members with issues and opens accounts as needed.
5. Promotes credit union products and services to meet or exceed established cross selling goals and promote positive member relationships.
6. Assists with ensuring branch goals are communicated, attained and sustained for all branch staff.
7. Oversees day-to-day branch operations in the absence of the manager. Works with manager to ensure proper staffing and schedules for all branch staff.
8. Can assist with new account openings, account maintenance and loan processing activities to include research, (i.e., Payoffs, Debit Bureau Reports, Credit Reports), interviews, loan approvals (within limits set by policy), and loan closings.
9. Creates environment which fosters upward/downward communications with subordinate staff.
10. Displays reasonable behaviors outside the credit union which respectfully represents the credit union.

**Knowledge, Skills and Abilities:**

- Excellent leadership, interpersonal, customer service and strong organization skills with a high degree of accuracy.
- Team oriented, possesses a positive attitude and works well with others.
- Excellent problem solving skills.
- Excellent communication skills.
- Telephone etiquette skills.
- Thorough knowledge of banking procedures and regulations as applied to credit unions.
- Working knowledge of cross-selling techniques.
- Familiar with sales and marketing techniques.
- Supervisory experience in a financial services related field.
- Thorough knowledge of: all types of account ownership, classification; paying/receiving functions; State and federal regulations
- Math aptitude.
- 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.
- Computer terminal/PC skills (FMSI, Symitar, MeridianLink and any other applicable systems knowledge).

**Required Education and Experience:**

- High school diploma or general education degree (GED).

- Minimum of two (2) years of experience in a supervisory role and advanced teller administration required.
- Some college or degree preferred.
- Loan operations experience a plus.

### **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!