

Kentucky Telco Federal Credit Union Job Description

TITLE: BRANCH SUPERVISOR

REPORTS TO: BRANCH MANAGER

Position Purpose: The primary purpose of this position is to assist the Credit Union in fulfilling our mission of making a positive difference in each member's financial life. The position is responsible for daily management functions of the branch, including development of staff.

Specific Duties:

1. Deliver high-quality, consistent service to both external and internal members that fulfill our service promises.
 - Respectful, Resourceful, Attentive, Responsive, Accurate, and Appreciative.
2. Provide training, direction and coaching of staff in fostering a sales and service culture. Assist staff in obtaining their individual goals.
3. Evaluate the job performance of employees to ensure service to members and quality of work. Provide written documentation of employee performance. Recommend disciplinary action, when necessary to appropriate Branch Manager before taking action.
4. Perform routine member transactions, including deposits, withdrawals, cash advances, loan payments, transfers, and check cashing.
5. Open new accounts, including business, estate and trust accounts. Set up new account files, and provide members with all necessary membership information.
6. Perform all Loan Officer responsibilities, from application to closing, within the policy, guidelines and limitations put in place by the credit union.
7. Set up IRA/SEP accounts and be fully knowledgeable in advising members on these programs.
8. Conduct branch cash and inventory audits.
9. Serve as vault teller for the credit union, which includes ordering the cash from the Federal Reserve, verifying cash received, filling teller cash orders, maintaining vault security, and balancing vault cash nightly.
10. Maintain an up-to-date, comprehensive knowledge of all credit union products and services that are handled or promoted by tellers. Maintain an up-to-date, comprehensive knowledge of all policies, procedures, rules and regulations for the teller area, including robbery procedures.

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11. Ensure that the Branch surroundings and staff project a professional image that reflects a sound and secure financial institution. Conduct administrative duties, such as ordering all supplies and equipment needed for the branch. Ensure adequate controls exist to safeguard all branch assets and supplies. Coordinate general maintenance including repairs and cleaning.
12. Other duties as assigned.

Position Requirements:

1. Minimum of two years of financial institution experience.
2. Prior supervisory experience preferred, but not required.
3. Professional written and verbal communication skills.
4. Service-focused
5. Positive attitude
6. Overall knowledge of Credit Union programs, policies and procedures.
7. Accurate, detailed and a self-starter who can exercise independent judgment when addressing member problems.
8. Analytical skills/attention to detail.
9. Knowledge of loan policy, procedures and lending practices.