

Job Title: Assistant Branch Manager

Ref # 11970213

Location: FWB Operations Center

Minimum Starting Pay: \$24.39 hourly

Develop skills, as directed, through scheduled training sessions and on the job training to prepare for management position in Eglin Federal Credit Union.

Essential Functions & Responsibilities:

Serves in any capacity needed in Branch Operations as assigned to fill in for managers, supervisors, and other staff positions. Assumes the responsibilities and authority of the position being filled, to include assigning, directing, reviewing and maintaining the quality and progress of work within the department.

Assists members with loans and other services tailored to their particular financial situation. Approves loans and modification agreements using sound judgment and within established approval authority. Disapproves loans when warranted and refers loans to the Appeals Committee. Serves as financial advisor for those members seeking advice for the purpose of relief from credit over-extension and improving their credit scores.

Resolves member problems, whenever possible to the satisfaction of the member and the Credit Union. Keeps Branch Operations Manager advised at all times of member complaints or potential complaints.

Represents EFCU at Chamber of Commerce, military installation functions and other community events as requested by the Branch Operations Manager.

Assists management in the research, planning, development, and implementation of new Credit Union products, policies and procedures.

Promotes and cross-sells Credit Union products and services.

Performs other job-related duties as assigned.

Knowledge and Skills:

Experience One year to three years of similar or related experience, with one to two years supervisor experience preferred.

Education A bachelor's degree in Management, Finance, Business Administration, Accounting or another business-related field.

Interpersonal Skills Strong leadership skills. Work involves extensive personal contact with others inside and/or outside the organization requiring excellent oral and written communication skills. Motivating, influencing, training others and building relationships is key at this level. Outside contacts become important and fostering sound relationships with other entities (companies and/or individuals) becomes necessary and often requires the ability to influence and/or sell ideas or services to others.

Other Skills Possesses solid organizational and problem-solving skills, and well versed in information gathering and presentation techniques.

Proficient with general office equipment, to include PC, Microsoft Office, and other ancillary software.

Work Environment Must be willing to work and travel to various locations in Okaloosa and surrounding counties.