

Position Title: Assistant Branch Manager

Job Type: Full-Time **Classification:** Non-Exempt

Salary: Starting \$19.00 - \$22.00 per hour

As a member of this team, your primary responsibility is to serve and satisfy the credit union members. This includes whether your job involves dealing with members directly or providing service to someone who does. You will manage and be held accountable for the overall successful operation of a retail branch office in the absence of a Branch Manager.

What You'll Be Doing...

Branch Service Responsibilities

- Serve and satisfy the credit union members by resolving problems, responding to complaints, within the guidelines of the Service Standards set forth by the Philadelphia Federal Credit Union.
- Assist in delivering a professional branch image including but not limited to employee dress and appearance, ensuring current marketing materials are displayed in accordance with marketing instructions, inspect and ensure the cleanliness and order of the branch office immediately reporting and following up on all facilities issues.
- Efficiently monitor and manage the branch lobby tracking and appointment software to effectively track service delivery and member traffic flow throughout the day ensuring that all interactions are placed in the appropriate closed status at the end of each interaction.
- Meet Non-Negotiable Service Standards for internal and external interactions.
- Create and Modify schedules as required to meet member traffic flow demands.
- Track Daily attendance e-time punches for the branch staff including lunch time punches, addressing attendance & lateness on a consistent basis to ensure optimal staffing levels throughout the day.
- Work at any branch location within the branch network based on the needs of the department.

Operational Responsibilities

- Ability to independently open and close assigned branch location and oversee the daily operation of the branch in the absence of the Branch Manager. This should be done within the security and operational guidelines set by PFCU.
- Proficient in teller system and ability to quality control transactions related to the system, as well as locate teller out of balance conditions and perform necessary work audits for accuracy.
- Perform platform duties on a relief or overload basis as needed to include but not limited to new account openings, loan applications, loan processing and booking, card systems and payment systems.
- Ability to process and quality control loan documents.
- Ability to review and interpret business account documentation provide and open business accounts completing all necessary compliance components of the account opening process.
- Ability to perform all transactions relevant to the balancing of the branch.
- Communicate any teller or branch out of balance condition of \$500 or more to the Branch Manager, Internal Auditor, and VP of Member Service on the same business day.
- Complete periodic training/certification for, but not limited to, Bank Secrecy Act (BSA)
- Preparation of various monthly reports to include, but not limited to, branch, teller and device cash audits, monthly negotiable instrument audits and quality control reviews.

Management Responsibilities

- Supervise, support and direct all activities of the branch office of assignment in conjunction with or in the absence of the branch manager.
- Provide leadership and guidance to all staff members including but not limited to independently assessing situations and making judgement calls, resolving member related issues, out of

balance conditions while ensuring compliance with regulations (i.e. Reg CC, Bank Secrecy Act, Bank Privacy Act, etc.).

- Conduct training with new employees as necessary on systems and credit union policies and procedures.
- Serve as a mentor for all staff members, with significant focus on sales and service.
- Conduct monthly one-on-one coaching sessions with all team members, providing feedback to ensure they meet expectations, and are on target to meet assigned goals.
- Ability to draft corrective action documents and issue corrective action performance warnings to staff in accordance with PFCU policy.
- Provide daily, weekly and monthly feedback to Branch Manager on training, coaching, monitoring, and overall supervision of staff.
- Adhere to PFCU's personnel policies in delegating, assigning, training, and supervising.
- Contribute to the overall team effort by performing other duties as assigned.
- Perform miscellaneous back office duties and other tasks as assigned.

What Qualifications You'll Need...

- Minimum high school diploma or equivalent; college degree preferred.
- A minimum of 36 months previous exposure to handling cash and dealing with the public, preferably in a financial institution; Supervisory experience preferred.
- Previous financial and/or member service experience desired.
- Ability to travel within the branch network as needed.
- Flexibility with scheduling; able to work Monday through Saturday in addition to any "special events" deemed necessary.
- Must meet the eligibility requirements for NMLS registration; requires background and credit check.
- Must have knowledge of and ability to perform all branch Teller and MSS duties on a consistent basis.
- Must be proficient in all credit union products, services, system programs, and equipment.
- PC proficiency required.
- Excellent written and verbal communication skills.
- Must be detailed oriented.
- Ability to work in a fast-paced environment.

Why Work For Us...

- **Retirement Plan:** We offer a Pension and 401K plan to help secure our employees' future.
- **Insurance Coverage:** We offer a range of insurance options, including Medical, Dental, Vision, and Prescription coverage, Voluntary Life Insurance and Short and Long-term Disability Coverage.
- **Financial Assistance:** We offer Employee and Educational Assistance Programs and Employee Discount Programs to give our employees a little extra boost.
- **Employee Amenities:** All of our employees are eligible for PTO.
- **Community Benefits:** It's not just a job – it's a community. That's why our employees also get automatic PFCU Membership and access to local volunteer opportunities.
- **An Award-Winning Experience:** PFCU is a proud winner of a number of awards including Best Place to Work in Philadelphia and Healthy Place to Work.

Equal Employment Opportunity (EEO)

The Philadelphia Federal Credit Union ("PFCU") provides Equal Employment Opportunity to qualified persons regardless of race, ethnicity, color, sex, religion, national origin, ancestry, age, sexual orientation, gender identity, disability, veteran status, marital status, familial status, genetic information, domestic or sexual violence victim status or any other status protected by law. PFCU complies with Philadelphia's Fair Chance Hiring Law. PFCU commits to making reasonable accommodations to applicants with physical or mental disabilities.