

Do you have a passion for delivering world class member experience while leading a dynamic team? Evergreen Credit Union is looking for an **Assistant Branch Manager** to join our South Portland team. Come join an organization named a Best Place to Work in Maine for the tenth year in a row!

In this role, you'll make a meaningful impact by helping members and prospective members achieve their financial goals through genuine connections, proactive outreach, and exceptional service. You'll bring a strong commitment to doing things right—ensuring accuracy, compliance, and outstanding member satisfaction—while confidently recommending products and services that truly meet members' needs. As **Assistant Branch Manager**, you'll partner with the Branch Manager to lead day-to-day operations, creating a smooth, efficient, and welcoming branch environment. You'll inspire and develop your team, champion sales and service initiatives, and step in with care and expertise to resolve complex member concerns. Together, you'll drive branch success by fostering a collaborative, people-first culture while upholding the highest regulatory and security standards.

Essential Functions & Responsibilities:

- Assists the Branch Manager in evaluating all branch operations;
 - Ensure compliance with Credit Union policies, procedures, audits, and objectives; makes recommendations and changes to manager.
 - Monitors branch office safety operations and facilities to ensure that security procedures are followed and that appropriate steps are taken to correct unsatisfactory conditions.
 - Handles member escalations
 - Manages branch staff in absence of manager
 - Assist teller line as needed

- Performs transactions accurately and efficiently;
 - Ensures compliance with all credit union policies and regulations to include but not limited to Fair Lending, HMDA, MLA, BSA, AML & CIP.
 - Transactions to include but are not limited to deposits, withdrawals, loan payments, selling money orders/cashier's checks and transfer funds from member accounts as directed.
 - Verify signatures, endorsements and properly identify members/nonmembers to reduce fraud risk.
 - Assists with maintaining member account information.

- Establish new member relationships and accounts; processing loan applications and, when appropriate, referring members to other departments for additional support.

- Actively promote and cross-sell credit union products and services to meet member needs and organizational goals.
- Assures that appropriate records are maintained and required reports are prepared.
- Resolves issues within established authority. Complex matters are escalated to a supervisor with well-considered recommendations.
- Deliver exceptional member service by effectively using open-ended questions to uncover needs and recommend appropriate solutions.
- Maintain knowledge of credit union offerings, policies, and procedures to provide accurate information and guidance.
- Performs a variety of miscellaneous tasks including typing, filing, computer input and answering the telephone.
- Acts as liaison between members and various organizations and departments.
- Performs other job-related duties as assigned.

The successful candidate will have the following background:

- 1-3 years of similar or related financial services experience
- Strong attention to detail with excellent organizational skills
- Proficiency with Microsoft Excel and ability to manage tracking tools and systems
- Excellent communication skills with a high degree of professionalism and discretion
- Ability to manage multiple priorities and meet deadlines in a fast-paced environment
- High school diploma or GED required

Evergreen Credit Union offers an amazing benefits package including medical, dental, vision, a 401(k) plan with organization match and core funding, short-term and long-term disability, generous PTO, tuition assistance, identity theft protection, and—most importantly—an amazing workplace culture! If you are a hard worker dedicated to providing world-class service and want to be a part of a team that loves where they work, we encourage you to apply! If you are interested, please send your resume to Laura Briggs, VP of Training & Development, at lbriggs@egcu.org.

Evergreen Credit Union was founded in 1951 and proudly serves individuals, families and local businesses throughout Cumberland, Oxford, Androscoggin, Sagadahoc, and Lincoln counties. We strive to benefit our members, neighbors, and community organizations by donating our time and resources. We have been successful thanks in large part to the

personal, caring service our employees offer. Evergreen aspires to treat our employees as well as we treat our members. We look for employees who are dedicated to hard work, excellent service, and the community. Learn more about our Community Partners on our website at <https://www.egcu.org>.

Evergreen Credit Union is an Equal Opportunity Employer and does not discriminate on the grounds of race, color, religion, sex, sexual orientation, including gender identity and gender expression, national origin, citizenship status, age, disability, genetic information or veteran status.

EOE/Minorities/Females/Vet/Disabled