

Role:

The VP, Branch Administration will be responsible for all direct member interaction functions of the credit union branch operations. This position will be tasked with driving Evergreen's branches to achieve production results and consistent delivery of member needs. Ideal candidate will have at least 7-10 years of relevant experience in retail branch operations management in a financial institution. Strong management, core system knowledge, product knowledge, sales and service background is also needed.

This role will be the architect and supervisor of the growth engine to maximize member acquisition, retention and relationship depth across the branch locations. This leader works with all levels of the branch structure to embed behaviors and actions that unite each branch location to create a persistent member-first mentality.

- Collaborates with the EVP/Chief Operating Officer regarding branch strategy and direction, goals, and priorities of the organization.
- Collaborates with other senior managers (e.g., VP, Deposit Operations & Audit, and VP, Compliance, and VP, Lending) regarding issues related to those topic areas.
- Drives branch sales and performance and provides continued direction focused on the continued growth and development of all branches.
- Inspects and coaches branch employees at all levels on adoption of new products, technologies, and processes to gain maximum sales and service effectiveness.
- Lead and manage Branch Managers to ensure that they are performing their roles; efficiently and effectively, facilitating communication between branches and coaching and developing their staff on a daily basis.
- Provides senior level guidance and support to the branches regarding member concerns, operational questions, risk management, and human resource issues.
- Reinforces the ECU's vision, mission, purpose, promise and values by serving as a culture agent, motivating employees to achieve higher standards and promoting a commitment to excellence in service, sales, knowledge and learning.
- Conducts regular update and strategy meetings with EVP/COO, peer management and leadership team.
- Has sound knowledge of marketing, sales, financial, managerial and leadership principles with strong knowledge of operation practices, policies, products and applicable regulations.
- Has strong overall business acumen with an ability to understand the direction, priorities, and goals of the organization.
- Has strong leadership and interpersonal skills; presents a positive and professional image, effectively collaborates with diverse teams, and is successful at achieving results through the effort of others.

Performance Measurements:

1. To meet or exceed operational objectives with respect to sales and financial objectives
2. To maintain a cohesive, highly trained and motivated team, sufficient to meet the needs of the credit union.
3. To note observations of manager performance into appropriate reporting software, as well as give and receive feedback from managers.
4. To complete performance reviews within the prescribed time frame.

Knowledge and Skills:

Experience - Ten years of similar or related experience.

Education - A college degree.

Interpersonal Skills - The ability to motivate or influence others is a material part of the job, requiring a significant level of diplomacy and trust. Obtaining cooperation (internally and/or externally) is an important part of the job.

Please forward your resume to clestage@egcu.org.

EOE