



Puget Sound Cooperative Credit Union

DUTIES & EXPECTATIONS

Orcas Island Branch Manager

The Branch Manager of Puget Sound Cooperative Credit Union will be member-focused, willing to devote themselves to their assigned tasks as well as helping out in other areas as needed, and will work cheerfully with members and their fellow employees.

Duties of the Position:

- Promote excellent member service and manage operations at PSCCU's Orcas Island Branch. Promote credit union (financial) relationships with PSCCU members and the community of Orcas Island. Duties include supervising the branch staff, coordinating with our marketing team, and developing and coordinating marketing efforts to Orcas Island and surrounding island communities.
- Identify weak or problem areas in customer service/operations and correct or make recommendations to the appropriate department or individual.
- Ensure credit union compliance with all applicable laws and regulations.
- Oversee the operations of the branch, scheduling vacations, lunches, breaks. Delegate related responsibilities of branch operations to staff as appropriate.

Expectations:

- Obtain knowledge of financial products and services to meet the needs of our members and potential members.
- Accurately and efficiently complete all documentation and forms according to policies and procedures.
- Initiate an intensive marketing effort on the Island and work with the Chamber of Commerce and other local organizations to support them and help them learn about the Credit Union and its benefits.
- Partner in community activities to increase PSCCU visibility and grow business partnerships.
- Regular attendance and punctuality are required. Employees are expected to be at their workstations ready to work at the start of their scheduled shift and resumption of work duties after breaks and meal periods.
- Business casual attire required.
- Encourage staff to meet yearly gainsharing goals and training opportunities as needed.



Knowledge, Skills, and Abilities:

- Cash handling, banking, or credit union experience preferred.
- Previous employee supervision preferred.
- Strong analytical and problem-solving skills with a high degree of accuracy.
- Strong supervisory and leadership skills.
- Ability to prioritize tasks and to delegate them as appropriate.
- Ability to exercise confidentiality and discretionary judgment.
- Ability to develop effective relationships.
- Possess a high level of interpersonal skills.
- Thorough knowledge of credit union services and products.
- Proficiency with PC and software, including Windows, Excel and Word.
- Ability to read, write, speak, and use proper grammar in English. Ability to read, analyze written instructions, correspondence, and procedure manuals. Ability to write simple business correspondence. Ability to communicate verbally both in person and on the telephone.
- High School Diploma or GED equivalent required.

PSCCU reserves the right to revise or change the job description as the need arises. This job description is not all inclusive of the total job responsibilities nor does it constitute written or implied contract of employment.

Job Type: Full-time

- Hours 8:45 am to 5:15 pm Monday – Friday (some weekends if covering special events)
- Free Parking

Pay:

- Depends on Experience

To apply:

Email your resume to orcas@psccu.org and mention the position you are applying for.