



Position Title: Area/Branch Manager

Status: Full-time, Exempt

Location: California, San Jose

Self-Help Federal Credit Union (SHFCU), a non-profit community development financial institution, is looking for a strong candidate to lead a group of three branches in the Bay Area -- San Jose, San Francisco, West Oakland -- while also directly managing the San Jose branch. This is a unique opportunity for an experienced manager to join a national leader in community development finance to help continue the expansion of its impact serving low-income and otherwise underserved communities. We believe there is an incredible opportunity to expand our services to low-moderate income and immigrant families in the San Jose area, and provide guidance to two additional branches providing critical services to underserved families in other parts of the Bay Area.

Responsibilities Include:

As Branch Manager

- Helping to establish priorities and goals for the branch.
- Serving as the primary “face” of SHFCU in the community, including appropriate involvement with community organizations.
- Leading branch outreach and business development efforts and assisting/coaching other branch staff to contribute effectively.
- Achieving branch goals, including member, deposit and lending growth and other goals as agreed.
- Effectively hiring and managing branch staff, with a focus on staff training and development.
- Learning all branch operations in order to effectively coach staff and fill in when necessary.
- Ensuring adherence to operating policies and procedures and that branch operations deliver excellent member service.
- Generally overseeing branch facilities and equipment.
- Fully understanding and embracing Self-Help’s culture, building and reinforcing it throughout the North Central Valley operation.
- Perform other duties and projects as assigned.

As Area Manager

- Effectively supervise and coach other Branch Managers/Supervisors in the group to effectively fulfill the responsibilities above for their branches; and
- Lead the effort with senior leadership, while collaborating with other Branch Managers, to create an effective strategy for the branch Group to serve its members and grow its impact over time.

Qualifications:

- Strong commitment to our mission – creating economic opportunity for traditionally underserved communities.
- A preference for working in organizations that value diversity, teamwork and collaboration.
- Demonstrated capacity to successfully lead business activities, build relationships and manage staff.
- Experience involving customer service, selling, business development and/or operations; banking or credit union experience strongly preferred but not required.

- Prior community development or community service work strongly preferred.
- Strong communication skills – verbal and written – including good listening skills.
- Strong computer skills and aptitude, with knowledge of Microsoft Office (Word, Excel, PowerPoint) and banking, credit union or Point of Sale software preferred.
- At least 10 years of relevant experience (at least 7+ management) with a financial institution or comparable organization.
- Exhibits the following Self-Help leadership competencies:
 - Mission, culture and core values fit
 - High Emotional Intelligence: team and people skills, self-awareness, etc.
 - Relevant technical and strategic skills and problem solving capability
 - Cultural competence and inclusion
 - Persuasion and negotiation skills
- Undergraduate degree preferred; MBA or graduate degree in another related field is a plus. Neither is required.
- Bilingual Spanish/English preferred.

About Self-Help Federal:

Self-Help Federal Credit Union was chartered in 2008 to build a network of branches that serve working families and underserved communities. With 18 branches in California, 9 branches in Illinois, 2 branches in Florida, and 1 branch in Wisconsin, approximately \$950 million in assets, and serving more than 80,000 members, Self-Help Federal is one of the fastest-growing low-income designated credit unions in the country. It is part of the national Self-Help family of non-profit organizations whose collective mission is to create and protect ownership and economic opportunity for all. For 37 years, the Center for Community Self-Help and its affiliates have provided \$7.6 billion in financing to help over 137,000 low-wealth borrowers buy homes, start and build businesses, and strengthen community resources. For more information, go to www.self-helpfcu.org and www.self-help.org.

We are an equal opportunity employer:

SHFCU is committed to providing equal employment opportunities to all persons regardless of race, color, class, age, religion (and lack thereof), disability that can reasonably be accommodated, marital status (including domestic partner status), ancestry, nationality, national origin, family status, sex (including pregnancy, childbirth, and related medical conditions), other medical condition (physical or mental), AIDS/HIV status, genetic information, sexual identity, gender identification (including transgender status), sexual orientation, and veteran status.

Compensation:

Competitive salary, based on experience, plus a generous benefits package that includes health, dental, life insurance, flexible spending plan, retirement plan, paid parental leave, and domestic partners policy.

Please apply to our Human Resources Department:

Interested individuals please send a resume and cover letter to cahiringmanager@self-helpfcu.org and reference this job, **“Area-Branch Manager – San Jose”** in the subject line of your message.