



**Position Title: Branch /Area Manager**

**Status: Regular, Exempt**

**Location: Butte County, California**

Self-Help Federal Credit Union (SHFCU), a non-profit community development financial institution, is looking for a strong candidate to lead a group of two branches, in Biggs and Chico, while also managing one of the branches. 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.

The Branch/Area Manager will help SHFCU senior management develop and execute a strategy to effectively manage and grow the impact of these branches – which joined SHFCU, through merger, in October 2014. We believe there is an incredible opportunity to serve a generally underserved segment of the population in this area – rural, low-moderate income and immigrant families.

**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 Butte County 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.

**Requirements:**

- Strong commitment to our mission – creating economic opportunity for traditionally underserved communities.
- Strong cultural competency and a preference for working in organizations that value diversity, teamwork and collaboration.
- Demonstrated capacity to successfully lead business activities, build relationships and manage staff.
- At least 8-10 years of work experience, including 5+ years of management/supervisory responsibility.
- 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.
- Bilingual Spanish/English strongly preferred.

**About us:**

Self-Help Federal Credit Union was chartered in 2008 to build a statewide network of branches in California that serve working families and underserved communities including people of color, women, and immigrants. With 20 branches in California, three branches in Illinois, approximately \$600m in assets, and nearly 80,000 customers, Self-Help FCU 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. For over 35 years, the Center for Community Self-Help and its affiliates have provided over \$6.8 billion in financing to help more than 102,000 low-wealth borrowers buy homes, start and build businesses, and strengthen community resources. For more information, go to [www.self-helpfcu.org](http://www.self-helpfcu.org) and [www.self-help.org](http://www.self-help.org).

**We are an equal opportunity employer:**

Self-Help is committed to providing equal employment opportunities to all persons regardless of race, color, class, age, religion, disability that can be accommodated, marital status (including domestic partner status), ancestry, nationality, national origin, religion (and lack thereof), family status, sex (including pregnancy, childbirth, and related medical conditions), other medical condition and/or disability: physical or mental, AIDS/HIV status, genetic information, sexual identity, gender identification (including transgender status), sexual orientation, political activities or affiliations, 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 [hringmanager@self-helpfcu.org](mailto:hringmanager@self-helpfcu.org) with "Branch /Area Manager, Butte" in the subject line of your message.

**Self-Help Federal Credit Union is an Equal Opportunity Employer**