



**Position Title:** Branch Manager or Branch/Area Manager  
**Status:** Exempt  
**Location:** Los Angeles, California

Self-Help Federal Credit Union (SHFCU), a nationally recognized non-profit community development financial institution, is seeking a hands-on leader to open a de novo branch in Los Angeles. This is an exciting opportunity for an experienced manager to join a leader in community development finance on the ground floor of launching an entirely new branch in Los Angeles to expand our impact serving low-income and underserved communities.

The successful candidate will manage the entire process of launching the de novo, from supporting the location search and overseeing the build-out, to building relationships in the surrounding community and hiring branch staff. Once the branch is operational, the manager will be responsible for leading the day-to-day operations of the branch, including cascading our mission and values; attaining performance goals and objectives; and ensuring excellent member service.

For the right candidate with significant previous experience, this role may expand from that of a Branch Manager to that of a Branch/Area Manager. A Branch/Area Manager would both manage the de novo branch, and oversee the operations of additional, existing Southern California branch locations.

**Responsibilities Include:**

- Launching a de novo branch:
  - Supporting the search for the de novo branch location and overseeing the branch build out, with support from our facilities and real estate development teams;
  - Developing relationships with local nonprofit organizations, businesses, and elected officials to raise awareness of, and build the membership and depositor base of, the de novo; and
  - Effectively hiring and managing branch staff, with a focus on staff training and development.
- Once the de novo is operational, day-to-day responsibilities leading the branch include:
  - Building and implementing strategic priorities and goals for the branch;
  - Achieving branch goals; including member, deposit, and lending growth, and other goals as agreed;
  - Managing branch outreach and business development, including building a local Advisory Board, and assisting/coaching other branch staff to contribute effectively;
  - Ensuring adherence to operating policies and procedures; and excellence in operational metrics and member service;

- Serving as a steward of Self-Help’s culture and values, reinforcing our mission and values in the branch each day;
- Fully understanding all branch operations, effectively coaching staff and filling in when necessary;
- Generally overseeing branch facilities and equipment; and
- Performing other duties and projects as assigned.

**Requirements:**

- Strong commitment to our mission –creating economic opportunity for traditionally underserved communities– and a desire to work actively in such 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;
- A minimum of 6-8 years of relevant work experience, including successive management/supervisory responsibilities;
- Experience involving customer service, selling, business development and/or operations; banking or credit union experience strongly preferred but not required;
- Strong communication skills, verbal and written – including good listening skills;
- Spanish language or other non-English language fluency preferred;
- Strong computer skills and aptitude, with knowledge of Microsoft Office (Word, Excel, and PowerPoint) and banking, credit union or Point of Sale software preferred;
- Established network among community organizations, elected officials, and foundations an added plus.

**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, and 1 branch in Wisconsin, over \$1 billion 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](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 [cahiringmanager@self-helpfcu.org](mailto:cahiringmanager@self-helpfcu.org) with “Branch Manager, Los Angeles” or “Branch/Area Manager, Los Angeles” in the subject line of your message. The position will remain posted until filled.

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