



**Position Title:** Branch Manager  
**Status:** Exempt  
**Location:** Chico, California

Self-Help Federal Credit Union (SHFCU), a nationally recognized non-profit community development financial institution, is seeking a hands-on leader to manage our fast-growing branch in Chico, CA and significantly expand our community outreach efforts in Butte County. This is a unique opportunity for an experienced manager to join a leader in community development finance to help expand its impact serving low-income and otherwise underserved communities.

The Branch Manager of our Chico branch will be responsible for cascading our mission, values and organizations goals, managing the day-to-day operations of the branch, attaining branch performance goals and objectives, and ensuring excellent member service. Additionally, they will proactively conduct business development and deposit-raising initiatives throughout Butte County.

**Responsibilities Include:**

- Implementing strategic 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
- Fully understanding all branch operations, effectively coaching staff and filling in when necessary
- Ensuring adherence to operating policies and procedures and that branch operations deliver excellent operational metrics and member service
- Generally overseeing branch facilities and equipment
- Fully understanding and embracing Self-Help’s culture, building and reinforcing it throughout Butte County
- Perform 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
- At least 5 years of relevant work experience, including 3+ 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
- Established network of community partners and foundations is an added plus.
- Prior credit/lending experience strongly preferred
- Strong communication skills, verbal and written – including good listening skills
- Strong computer skills and aptitude, with knowledge of Microsoft Office (Word, Excel, and PowerPoint) and banking, credit union or Point of Sale software preferred
- Bilingual Spanish/English strongly 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 17 branches in California, 9 branches in Illinois, 2 branches in Florida, and 1 branch in Wisconsin, over \$1 billion in assets, and serving more than 79,000 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 38 years, the Center for Community Self-Help and its affiliates have provided \$7.9 billion in financing to help over 149,000 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, Chico” in the subject line of your message.

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