



**Position Title:** Branch Manager  
**Status:** Full time, Exempt  
**Location:** Riverbank, California

Self-Help Federal Credit Union (SHFCU), a non-profit community development financial institution, is looking for a strong leader to help manage our Riverbank branch. This is an 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 Manager reports to the Area Branch Manager, North Central Valley. S/he will manage the branch toward a strong economic performance. This includes achieving branch goals and budgets, conducting community relations and new business development, staffing branch operations, supervising and developing member service representatives, ensuring effective and efficient member service experiences, maintaining adherence to branch operating policies and procedures, and maintaining appropriate facilities and equipment.

The Branch Manager will assume overall responsibility for driving SHFCU's successful service to residents of Riverbank and surrounding cities in the North Central Valley area.

**Responsibilities:**

- Manage the branch toward a strong economic performance.
- Develop branch level production goals, budgets and operating plans to achieve them.
- Conduct community relations and new business development to enhance credit union reputation and demand for products and services.
- Supervise member service representatives to deliver effective and efficient member service.
- Maintain effective branch operations including, timely opening and closing, adequate staffing levels, and effective member service.
- Ensure adherence to operational policies, procedures and controls to ensure the safety and security of employees, members and credit union assets; and,
- Develop and execute action plans to improve operational policies, procedures and controls, and mitigate controllable losses in operations.
- Prioritize daily, weekly, monthly calendar to ensure that the branch is properly staffed and that everyone's time is maximized to serve the member.
- Maintain appropriate staffing levels and camaraderie within the branch in consultation with the supervisors of all staff located within the branch.
- Participate in hiring, employee development, performance management, and compensation review for branch tellers and member service representatives:
- Oversee the physical facilities and equipment of the branch office, and establish appropriate safety practices for employees.

- May require bi-lingual language fluency, as needed to service members.
- Fill in and support staff as needed.
- Operate within assigned credit authority to approve or deny loans as provided by law and Credit Union Policy.
- Assist the loan department with loan disbursements per policy guidelines.
- Serve as or designate an MSR to act as point person for occasional collections meeting with a borrower (e.g. accept document drop off, attain borrower signature, etc.).
- Perform other duties and projects as assigned.
- May be required to travel to cover other Branches.

**Requirements:**

- Strong commitment to our mission – creating economic opportunity for traditionally underserved communities.
- Strong understanding of cultural competency.
- Preference for working in organizations that place priority on teamwork and collaboration.
- High School or equivalent.
- 3-5 years of financial institution, retail or fast food or related industry experience, including 2-3 years of supervision.
- Sales or Sales Management experience in a financial institution, retail or service industry.
- Communication – Listens and seeks clarification; responds professionally and positively to questions.
- Strong communication skills – verbal, written, and analytical.
- Teamwork – Contributes to building a positive team spirit.
- Training – Must cultivate a learning, training and advancement environment.
- Ability to make objective observations, examinations, evaluations and recommendations.
- Strong leadership skills and proven experience managing in retail and/or in a financial institution.
- A track record of successful business performance, goal setting and achievement.
- A proven leader, effective at hiring, developing and motivating individuals and teams.
- Sound knowledge of instructional methods and practices.
- Strong computer skills, along with expert knowledge of Microsoft Office (Word, Excel, PowerPoint) and traditional office products (copiers, fax machines, ten-keys, etc.).
- Strong aptitude for data processing.
- Problem Solving – Identifies and resolves problems timely.
- Customer Service – Acknowledges, greets and responds quickly to customer needs; responds to requests for service and assistance.
- Interpersonal – Remains professional when dealing with negative situations.
- Bilingual Spanish/English preferred but not required.

**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, approximately \$1 billion in assets, and serving more than 77,000 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 146,000 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) and reference this job, "Branch Manager, Riverbank" in the subject line of your message.

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