

FULL-TIME BRANCH SUPERVISOR, GREATER CHAUTAUQUA FEDERAL CREDIT UNION

RESPONSIBILITIES

- Greet and welcome members and visitors to the credit union in a professional and enthusiastic manner.
- Maintain up-to-date and comprehensive knowledge of all credit union products and services to efficiently promote, explain and cross-sell these products to help our member's select those that match their family needs.
- Supervise, schedule, and monitor daily activities of tellers and member service representatives.
- Provide guidance, answer complex questions, and help resolve disputes. Perform transaction overrides, approve transaction exceptions.
- Train, develop, coach, and evaluate employee performance within the branch.
- Process member financial transactions.
- Open and close various types of accounts.
- Troubleshoot and resolve member and internal problems/inquiries in a timely and accurate manner. Monitor department activities for compliance with established policy, procedures and regulations. Supervise vault and ATM management.
- Accept other duties as assigned and assist the team as required, to ensure prompt and accurate service in all transactions.
- Support, promote and participate in credit union products, services and events to help the credit union meet organizational goals.
- Maintain a professional work environment and businesslike appearance.

QUALIFICATIONS

- High school diploma or equivalent (GED).
- At least 2 years previous banking or credit union management experience required.
- Fluency in English required.
- Fluency in Spanish appreciated, but not required.
- Strong ability to uphold customer confidentiality.
- Strong customer service and cross-selling skills to ensure we educate our members about any and all products that may benefit them financially.
- Well-organized with the ability to prioritize tasks.
- Strong Math and Problem-Solving Skills.
- Strong attention to detail and thoroughness in completing work tasks.
- Proficiency in the use of computers including Microsoft Office and email.
- Excellent verbal and written communication and interpersonal skills.
- Strong desire to work proactively with others to accomplish organizational goals.

BENEFITS

We proudly offer competitive hourly wages and a benefits package that includes Paid Sick Time, Vacation Time and Holidays, 401k with Employer match, Health insurance, Dental, Vision, FSA, Short and Long-Term Disability Insurance, and Life Insurance.

PHYSICAL REQUIREMENTS

The duties of this position require standing, walking, sitting, reaching, kneeling, bending, crouching, twisting, standard lifting (less than 50 lbs.), carrying and other movements. Tasks involve using hands and fingers to work on a computer keyboard or adding machine, and to count cash. Daily activities require, visual acuity, ability to frequently convey detailed or important instructions or ideas accurately, audibly, and quickly, and ability to hear average or normal conversations and receive ordinary information.

ORGANIZATION DESCRIPTION

Founded in 1940, Greater Chautauqua FCU is a member-owned, not-for-profit financial institution with \$89 Million in assets, whose primary goal is relationship building, and improving the financial lives of its nearly 10,000 members. We have four branch offices strategically located in Chautauqua County, WNY, as well as unlimited 24-hour access to credit union financial products and services via Mobile Banking, ATM's (nearly 30K nationwide), www.greatercfcu.com, and FACEBOOK.

Do you have a desire to help people, and to be part of a team who works to make a difference? You've come to the right place!

PLEASE SUBMIT YOUR RESUME AND COVER LETTER BY

Email to employment@greatercfcu.com, please NO ATTACHMENTS. Copy and paste resume and cover letter into your email.

Fax to Julie Fenton, (716) 665-1191.

In Person or Mail to 51 East Main St. Falconer, NY 14733, Attention Julie Fenton.