

# Chicago Municipal Employees Credit Union

## *Job Description*

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Title: **Branch Supervisor**

Reports To: President/CEO

Department: Operations

Supervises: Tellers and Member Relations Coordinators

Date: July '22

FLSA: Exempt

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***Job Summary:*** Assists in the daily operation of the branches to maintain efficient and convenient member service that encourages growth and satisfies the service needs of the membership. Guide and manage branch office in providing quality service to members in account transactions, loan applications, and new accounts. Solve problems within established policies and guidelines. Provides encouragement and training of the staff supporting the overall goals and direction of the credit union, management and senior management.

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### ***Essential Functions:***

- ❖ Provide direction and supervision to Teller and Member Relations Coordinators
- ❖ Researches and solves member problems and/or complaints
- ❖ Acts as backup vault teller during peak times and teller absences
- ❖ Provides direction to the branch staff and maintains office efficiency
- ❖ Monitor and report branch activity, including number of transactions, teller errors, loan volume, teller and loan personal sales, and new accounts
- ❖ Provide monthly supervision and annual performance appraisals for branch office staff
- ❖ Serves as resource person by providing initial training to new branch staff as well as on going training to current staff on policies, procedures, transaction proceedings, products and services
- ❖ Conduct loan interviews. Process and close loan applications to finalize loan which can include MRC duties
- ❖ Audits teller work
- ❖ Visiting, training and auditing all locations of credit union regularly
- ❖ Provide continued support and training to develop a sales culture within the employees
- ❖ Works toward meeting branch goals and CMECU goals
- ❖ Responsible for the annual employees' evaluations
- ❖ Responsible for Business Development presentations in different areas and also during open enrolment.
- ❖ Working, visit, training and audit all credit union locations and personnel regularly
- ❖ Monitor security and safety policies and procedures, remain abreast of all regulations governing share accounts and transactions and balance vault nightly
- ❖ Maintain cash levels to ensure member service levels are met (order cash from the Federal Reserve, verifies receipt of cash, fills tellers' cash orders)
- ❖ Manage and recommend the purchase of branch office inventory/supplies
- ❖ Respond to or direct members' requests, concerns, and inquiries
- ❖ Provide routine information on credit union services and policies
- ❖ Ensure account relationships through timely and accurate posting of member transactions
- ❖ Cross-sell all products and services offered by the credit union
- ❖ Other duties as assigned to accomplish the goals and objectives of the Operations department and the Credit Union.

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***Qualifications:*** Bachelor degree in business, Banking or Credit Union Industry Certification. Minimum at least 5 years' experience. Supervisor experience required. Proven sale record or strong interest in sales. Must be detailed-minded and possess excellent organizational skills along with the ability to multi-task. Professional

manner and appearance. Excellent communication skills. Self-motivated. Proficient in the Microsoft Business suite. Reports directly to the COO and to CEO at his absent.

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*The responsibilities outlined in this document serve as a general description of the job function. It is not exhaustive in expectations or qualifications and should not be interpreted as such. Further, this document is not to be interpreted as a contract or guarantee of employment.*

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