



Position: Branch Operations Specialist

EEO Classification: Administrative Support Worker

Department: Member Services

FLSA Classification: Exempt

Position Reports To: Sr. Branch Operations Manager

Position Summary

You will be responsible for maintaining member and co-worker relationships, and branch operations, by building on our team-focused environment which centers on providing a high-quality member service experience.

Position Duties and Responsibilities

To succeed in this position, you must be able to satisfactorily perform common, uncommon and complex occurrences of each of the following under limited supervision from your manager.

- Responsible for providing coverage assistance at various branch locations in the absence of branch staff or branch management.
- Actively listen, educate, and cross-sell members on the credit union's product and service offerings that can help them meet and exceed their financial needs.
- Collaborate with co-workers to provide effective and efficient service to our members.
- Provide additional support to branch staff with more complicated member requests.
- Develop and maintain a comprehensive knowledge of the credit union's products and services.
- Manage cash drawer and branch vault while adhering to policy limits.
- Communicate problems, special circumstances of branch operations, union activity, and employee situations to management.
- Understand and comply with applicable Federal and State laws, banking regulations and OE Federal Credit Union's policies and procedures.
- Perform other related duties as assigned.
- Maintain a current notary public certificate.

Position Qualifications and Skill Requirements

- High School Diploma/GED required.
- Five years or more of management experience preferred; preferably within a credit union or bank customer service capacity.
- Excellent verbal and written communication skills required.
- Intermediate computer skills in Microsoft Outlook, Word, PowerPoint, Excel and web conferencing applications.

Physical Requirements

- Must be able to travel at least 50-75% of time, or as needed.
- Must have a valid state issued driver's license.
- Must be able to occasionally lift, carry, push or pull up to 15 lbs.
- Must be able to sit and stand for prolonged periods of time and walk for brief periods of time.
- Must be able to repetitively use a telephone and a computer mouse and keyboard.