 HORIZON FEDERAL CREDIT UNION

**POSITION DESCRIPTION**

***POSITION DESCRIPTION:*** Director of Retail Delivery

***REPORTING TO:*** Chief Experience Officer

***DEPARTMENT:*** Branch Operations

***FLSA STATUS:*** Exempt

***LOCATION:***

Horizon understands our employees are the credit union’s greatest asset. We recruit and develop enthusiastic, engaged, and empowered individuals to take ownership of each and every member experience to ensure the member is receiving exemplary service. Together, we strive to provide a brighter financial future for our staff, our members, and our surrounding communities.

***Our staff is driven by a common passion to be the BEST by doing whatever it takes to exceed the expectations of our members and internal team. They are determined to differentiate our Credit Union in the marketplace through our obsession for delivering superior quality and professionalism. They are collectively focused on conducting all business, internally and externally, with the highest degree of honesty, integrity, consistency, and ethics.***

**POSITION OBJECTIVE**

Responsible for the vision, leadership, and overall success of the branch operations network. Ensures efficient operation of all horizon branches, while focusing on strategic initiatives for growth. Supervises, coaches, and mentors Horizon Branch Managers; providing operational support as needed.

**RESPONSIBILITIES**

1. Serves as ambassador of the Horizon Federal Credit Union (Horizon) brand. Continuously demonstrates the Credit Union’s mission, vision, and core values in all interactions with current and prospective members, colleagues, vendors, and members of the community.
2. Ensures operational integrity including compliance in all policies and procedures.
3. Serves as a role model to other employees through words and actions.
4. Provides exemplary leadership through influence, communication, goal setting, employee development, coaching, mentoring, personal actions, and behaviors.
5. Effectively sets and monitors branch objectives and goals in conjunction with the overall goal and plan of the Credit Union.
6. Leads, coaches, counsels, mentors, and develops Branch Managers to increase efficiency, enhance productivity, achieve goals, and provide a consistent atmosphere aligned with Credit Union culture.
7. Takes ownership of the overall direction and performance of the branches to create a culture valuing high performance, continuous improvement, learning and development, and a commitment to quality and member satisfaction.
8. Maintains a current and comprehensive knowledge of all related products, services, policies, procedures, rules, and regulations applicable within the branch network, and ensures staff is aware of and comprehends changes.
9. Collaborates with management to strategize and create goals, plans, and initiatives, and coordinate activities in alignment with Horizon’s goals, vision, and member expectations.
10. Expertly evaluates and continually examines Horizon’s goals. Collaborate with team members to continually strategize and plan for future business development to achieve these goals, develop new resources and revenue streams to increase member growth and retention.
11. Expertly leads branch project initiatives to ensure timely, effective project implementation.
12. Prepares all budget projections as requested.
13. Communicates in person, over the phone, and through written correspondence in a clear, diplomatic, and professional manner.
14. Takes ownership of member inquires, actively resolves escalated member issues and complaints, and further escalates when necessary.
15. Proactively identifies and communicates areas to increase and enhance efficiencies, productivity, profitability, and provide a consistent team atmosphere.
16. Tracks individual and branch productivity and report monthly.
17. Works harmoniously with colleagues across all departments to meet the needs of the members and Credit Union.
18. Ensures all branch employees adhere to policies and procedures described in the Employee Handbook.
19. Recommends and manages branch budget, including the purchase of equipment and supplies.
20. Keeps abreast of competitor’s products, services, and pricing; communicates any potential competitive disadvantage to Chief Experience Officer.
21. Actively seeks, develops, and maintains business relationships with external business partners in all current and future branch locations.
22. Coordinates and participate in special events, both onsite and offsite, for members, local businesses, and communities.
23. Actively participates in internal and external educational programs, schools, or conferences to continually develop greater knowledge and expertise. Take initiative for personal career development, as well as the development of staff, and seek opportunities to learn new skills.
24. Completes annual mandatory compliance and other training.
25. Willingly participates in Credit Union functions, committees, and events on a volunteer basis or as reasonably requested.
26. Maintains a positive attitude through communication and behaviors.
27. Represents Horizon in a positive and professional manner in community events, sales calls, meetings, and conferences.
28. Frequent travel within chartered counties and between branch locations as required.
29. Willingly works a flexible schedule that includes Saturdays and overtime as needed.
30. Completes all other duties as assigned and/or required.

**QUALIFICATIONS**

**Education and Experience:** Associates degree from accredited college or university with a concentration in business or finance. Bachelor’s degree preferred.

**Other:**

* Minimum 5 years experience in progressive leadership within branch operations.
* NMLS required
* Demonstrated history of building and managing branch operations as well as business development.
* Maintains a professional demeanor in appearance, communication, and action.
* Possesses a high level of interpersonal communication, both verbal and written.
* Takes command of situations; remains confident, unfazed, and undeterred by conflict, dealing with strong personalities, communicating unfavorable information, and allowing others to take risks and grow.
* Effectively work and remain calm under pressure and in tense situations.
* Focused and driven to obtain goals in an ethical manner.
* Demonstrates positivity and enthusiasm regardless of the situation and motivates the team to do the same.
* Creative and innovative thinker and problem solver.
* Maintains confidentiality of all members and employees, their business dealings, and transactions.
* Solid working knowledge of PC-based programs.

**Language Skills:**

Ability to read, analyze, and interpret financial reports and documents, periodicals, journals, reference resources, and training and policy manuals. Ability to comprehend and respond to common inquiries or complaints from credit union members, colleagues, regulatory agencies, vendors, or members of the business community. Ability to effectively present job-related information to members and colleagues.

**Mathematical Skills:**

Ability to count currency in denominational increments. Ability to compute discount, interest, profit, and loss; commission markup and selling price; and ratio, proportion, and percentage. Able to perform simple algebra.

**Reasoning Skills:**

Ability to apply logical or scientific thinking to define problems, collect data, establish facts, and draw conclusions. Able to interpret a variety of technical instructions and can deal with multiple variables.

**Physical Requirements:**

While performing the duties of this job, the employee is required to stand; walk, sit; use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Must possess sufficient manual dexterity to skillfully operate standard office equipment, including but not limited to: computer mouse and keyboard, facsimile machine, photocopier, telephone, and calculator. Must be able to view and read written words and numbers from paper and computer screens. Must be able to hear verbal communication in normal volume, pitch, and tone in person and over the telephone.

The physical demands described are representative of those required to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** Job descriptions are intended to be accurate reflections of those principal job elements essential for making decisions pertaining to compensation. They should not be considered to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with the position.

***I acknowledge that I have read and understand the above job description. I am physically and mentally capable of handling the above responsibilities.***

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Employee Signature Date Supervisor Signature Date

**This is not to be construed as an employment contract.**

**This job description does not alter the Employment-At-Will relationship in any way.**

**in any way.**