**VP MARKET PRESIDENT**

**Job Description**

**Position Reports to:** President/CEO

**Basic Function:**

Accountable for day-to-day operations of the branch(es) within the assigned market, oversight of business development within the assigned market, and assists management with managerial and administrative functions. Provides support, guidance, and training to staff.

**Essential Functions:**

* Responsible for interviewing, hiring/firing, and training of new tellers and member service team members.
* Schedules, supervises, and motivates branch staff in an effort to maintain optimal member service satisfaction levels.
* Evaluates staff’s work performance by helping to prepare and deliver annual reviews and coaching sessions.
* Maintains knowledge of credit union’s products and services in order to efficiently train and motivate staff to cross-sell.
* Provides training to staff in regard to operations and policies.
* Works closely with senior management as it relates to operations (SVP Operations), lending (SVP Finance), and information technology (SVP CIO).
* Monitors the safety and security of the branch(es), by analyzing security and safety policies and procedures.
* Monitors office activity, including number of transactions, loan volume, sales volume, etc.
* Assists in ensuring that the branch(es) is (are) in compliance with federal laws and regulations set forth by the NCUA and other regulatory agencies.
* Represent and promote the credit union within the (market) business community.
* Formulates recommendations and provides feedback to senior management regarding operational policies and procedures, and business development strategies.
* Assists President/CEO with establishment of market advisory board and quarterly advisory board meetings.
* General oversight of branch facility and equipment upkeep and maintenance needs.

**Other:**

* Completes projects on a timely basis as assigned by management.
* May perform duties of member service representative, loan officer, teller, or other operational duties on an as needed basis.
* Resolves member complaints and issues as they occur.
* Performs other various duties as assigned.
* Must reside within 30 miles of the assigned branch in which the employee will office.

**Knowledge:**

* Must possess a high school degree and at least ten (10) years of experience at a financial institution or college degree and at least five (5) years of experience at a financial institution.

**Skills:**

* Excellent verbal and written communication skills.
* Strong organizational skills.
* Must possess leadership and supervisory skills.

**Abilities:**

* Ability to motivate staff.
* Ability to handle confidential/sensitive information in a professional manner
* Ability to manage multi-functional tasks.

**Working Environment:**

* Must be able to sit, walk or stand for extended periods.
* Must be able to travel to main branch on a periodic basis.

**Note:** *The above information on this job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.*