

Division: Member Experience
Reporting to: Regional Lead
Career Level: Manager
Pay Type: Salaried

Job Overview

The Branch Manager is accountable for leading a team of dedicated employees to create memorable experiences for existing and new members while ensuring efficient branch operations.

Role

In the role, you will...

- Passionately run the branch as if it is your own franchise where trademark member experience take place with every interaction and business results soar
- Regularly coach and provide feedback to your team members to enable them to have confidence in what they do, help them grow and drive to excel
- Focus on the end-to-end member experience to build and maintain incredible relationships with those who do business with us and help make their financial dreams come true
- Lead your exceptional team to wrap their arms around every member so they too can help our members meet their short and long term financial goals
- Steward digital and multichannel usage to meet members' needs
- Work hard to develop and implement an effective plan to keep 3rd Party Generated Business on the books and consolidate other products for these new members with FirstOntario
- Closely monitor and tightly maintain controls in accordance with policies to ensure operational integrity and perform credit quality functions
- Involve your team while you implement disciplined sales and services leadership processes and plans that deliver on member service and campaigns to support achieving annual financial targets
- Be on top of your budget responsibilities by monitoring expense activities and taking prompt corrective action as required
- Always be in the know regarding market activities and our competitive position relative to others in our communities
- Perform other duties we may need you to do

As a team member, you will...

- Exude your upbeat energy and enthusiasm each and every day to motivate your team to be the best they can in every aspect of what they do
- Celebrate the success of others by recognizing the contributions of committed team members and their achievements
- Align your values with the Mission, Vision and Values of FirstOntario
- Be a role model for FirstOntario's organizational culture by creating a positive impact at every touchpoint with people, with every word you say or put in print and everything you do
- Communicate in a fashion that is respectful and well understood
- Collaborate to collectively think of innovative ideas that drive business across the branch environment
- Build and utilize working relationships with internal business partners across the organization and external business contacts to support business goals
- Actively participate and encourage staff to join in community events as part of FirstOntario's overall commitment to Corporate Social Responsibility
- Utilize Lean methodology to streamline work processes and realize cost and resource efficiencies
- Be a change leader as FirstOntario continues to adapt to new and exciting ways of delivering business services
- Consider health & safety as a primary concern to ensure the overall well-being of your team and members

Required Skills

Within your skills and qualifications, you will...

- Have a sound business acumen which you built from the ground up with a post-secondary degree or diploma in business or economics or an equivalent combination of education and industry experience
- Have well-versed people management skills and possess a team building leadership style that is effective in coaching, developing, retaining and motivating a team to deliver on excellent service; experience supporting a unionized workforce is considered an asset
- Be technically sound in every aspect of the operations of a branch in the financial services industry and be knowledgeable of our products and services
- Be knowledgeable in financial markets and interest rate yield/changes and how they affect their business and the Credit Union
- Have strong sales management skills in setting and monitoring sales targets, plans, pipelines and activities
- Demonstrate with enthusiasm your sales/business development experience preferably in the financial services/mortgage financing industry
- Be confident and skilled in taking initiative, assessing requirements, developing plans and taking the lead in making plans a reality
- Be overly analytical and detail orientated when it comes to sales reporting, identifying trends and reviewing the way we deliver our services
- Be adaptable and an organized multi-tasker that thrives in a fast pace, growing work environment
- Be a true leader in every aspect of the word who consistently walks the talk
- Be quick to respond to requests for service from all of your clients
- Naturally foster high employee engagement, team spirit and rally the troops
- Openly share your knowledge with your team and tell stories to inspire them
- Genuinely care about people
- Inherently demonstrate a high level of integrity and be trustworthy
- Be more than approachable with your superior interpersonal skills and innately demonstrate superior written and verbal communication skills
- Use your courage to take action in difficult and challenging situations and deal with uncertainty
- Do the right things for the right reasons
- Be comfortable using a computer particularly MS Office and ideally have a working knowledge of a banking system
- Be willing to work irregular hours as required to accommodate branch hours, member meetings, networking and community involvement
- Be aware of and mitigate enterprise risk factors and ensure compliance with applicable regulations, legislation and FirstOntario policies and procedures
- Sincerely show in every aspect of what you do that you are a great employee and dedicated team member of the fastest growing Credit Union in Canada

Accommodations for persons with disabilities are available upon request during the application process.