

Community Promise Federal Credit Union

POSITION DESCRIPTION

POSITION TITLE: Full Time - Manager of the Credit Union

Salary: \$35,000–\$40,000

Mission: We are a Community Development Credit Union, dedicated to providing fair and affordable financial services and education for our members, particularly those not typically served by traditional financial institutions. We will help Kalamazoo grow by enriching our members, building partnerships and investing in our neighborhoods.

We are a small start-up credit union that has been chartered in Fall of 2013. The success of CPFCU will depend to a considerable extent on the ability of the CEO to grow membership, grow our loan portfolio and secure outside funding. You can find more info about us at www.communitypromisefcu.org . To apply please submit a cover letter, resume and references to communitypromisefcu@gmail.com .

REPORTING RELATIONSHIPS

POSITION REPORTS TO: The Board of Directors

POSITIONS SUPERVISED: Tellers and Loan Officers

POSITION PURPOSE

Responsible for establishing and executing major goals and objectives for the Credit Union. Interprets and implements policies established by the Board of Directors. Provides leadership, direction, and guidance of Credit Union activities. Analyzes and evaluates the effectiveness of all operations. Develops and maintains organizational structure and effective personnel. Coordinates major activities through employees and appraises assigned personnel. Represents the Credit Union to regulatory agencies, trade associations, community and civic organizations, members, and other financial institutions.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. **Assumes responsibility for the development and implementation of effective strategic plans.**
 - a. Executes all Board-approved policies.
 - b. Directs and oversees short-run and long-run strategic planning. Sets overall objectives for all areas of the Credit Union.
 - c. Develops and implements operational plans, policies, and goals that further strategic objectives.
 - d. Continually monitors the general economic environment and anticipated trends. Updates policies and procedures so they are commensurate with economic conditions.
 - e. Oversees the development of appropriate marketing strategies.

2. **Assumes responsibility for establishing and maintaining effective financial policies.**
 - a. Maintains full awareness of the complete financial, statistical, and accounting records of the Credit Union.
 - b. Ensures that all assets of the Credit Union are adequately protected.
 - c. Recommends investments in a proper ratio of securities to maintain adequate cash reserves and a sound financial structure.
 - d. Ensures that operating results established in the annual budget are achieved, including the net interest spread, the control of operating expenses within budget, loan loss provisions, and the generation of reserves sufficient to achieve targeted capital growth.
 - e. Oversees the growth and quality of the loan portfolio. Ensures that sound, collectible loans are written and that terms accommodate members' needs, consistent with sound financial counseling.
 - f. Ensures the accuracy, integrity, and timeliness of all financial accounting and reporting.
 - g. Develops, recommends, and implements such internal accounting and financial controls and programs as are necessary to preserve Credit Union assets. Ensures that accounts and records are maintained in accordance with established policies.

3. **Assumes responsibility for the effective administration of Credit Union functions and support activities.**
 - a. Evaluates corporate-wide operations and ensures their effectiveness. Conducts and oversees research studies for the Board of Directors regarding savings practices, loan policies, insurance programs, marketing techniques, and effectiveness of personnel programs.
 - b. Oversees all daily operations, facilities, security, and marketing programs. Institutes audits in Credit Union as necessary.
 - c. Evaluates specific results of programs related to member services, branch development, growth and investments. Takes necessary corrective actions and reports findings to Board of Directors.
 - d. Oversees and assists the Credit Committee, Supervisory Committee, and all other internal groups.
 - e. Signs all checks, bills of exchange, and other negotiable instruments involving payments or liabilities of the Credit Union.
 - f. Signs, jointly with the Chairman of the Board, Vice-Chairman of the Board, or other authorized Board Officers promissory notes, transfer of sales of property, bonds, discharges of mortgages, etc.
 - g. Ensures that the structure of the Credit Union is organizationally sound and that departmental units are developed and maintained in an efficient manner.
 - h. Prepares annual budget for Board approval.
 - i. Ensures the integrity, accuracy, and effectiveness of data processing systems.

- j. Ensures compliance with all laws and regulations. Ensures that all legal obligations are completed including payment of taxes, maintenance of appropriate insurance, and filing of required governmental reports.
 - k. Coordinates major activities of employees and volunteers.
4. **Assumes responsibility for effective human resource management throughout the Credit Union.**
- a. Provides leadership to Credit Union personnel through effective objective setting, delegation, and communication.
 - b. Makes recommendations for hiring, promotions, transfers, and discharges of managerial staff to the Board of Directors. Maintains a competent and effective managerial staff.
 - c. Ensures that appropriate salary and wage structures are maintained and controlled.
 - d. Delegates authority and responsibility to staff, board and volunteers as appropriate
 - e. Coordinates and directs employees. Oversees the preparation of office procedure manuals, outlining specific duties and area responsibilities. Ensures that job descriptions are current.
 - f. Ensures that personnel are well trained, effective, and well coordinated. Develops and oversees development of training programs as needed. Ensures that personnel are properly cross-trained.
 - g. Conducts performance appraisals as required. Formulates and implements corrective actions as needed.
5. **Assumes responsibility for maintaining effective communication and coordination with area personnel, the Board of Directors, and outside organizations.**
- a. Informs the Board of Directors on all pertinent matters including delinquencies, asset composition, and the end-of-month profit/loss position. Supplies necessary guidance to assist the Board in recommending long and short-term objectives and provides recommendations regarding Credit Union rules, policies, and procedures.
 - b. Prepares and sends correspondence and notices on behalf of the Board of Directors.
 - c. Attends Board Meetings. Assumes responsibility for the Minute and Record Book and for correspondence relative to Credit Union business, all of which is confidential.
 - d. Submits all information, reports, and records as requested or required by law to appropriate government officials or the Board of Directors.
 - e. Establishes effective reporting and communication devices to ensure that personnel are appropriately informed. Assists Credit Union personnel as necessary. Conducts regular staff meetings.
 - f. Maintains effective relationships with the public, government officials, trade organizations, and the presidents of other credit unions. May act as the principal representative of the Credit Union.
 - g. Conducts staff meetings to disseminate pertinent information and to discuss operational methods, problems, and solutions.

6. **Assumes responsibility for ensuring that professional business relations are established and maintained with Credit Union members.**
 - a. Ensures that members' problems or questions are promptly and courteously resolved.
 - b. Ensures that members are appropriately informed regarding Credit Union policies and programs.
 - c. Ensures that the Credit Union's professional reputation is maintained.
 - d. Ensures that the day to day activities of the credit union are sufficiently covered. The CU manager will be at present the only full time staff member. The CU manager will need to be the Jack or Jill of all trades sometimes running the teller window, sometimes serving as loan officer, sometimes managing others to do the same. CPFCU is a small credit union that requires staffing flexibility.

 7. **Assumes responsibility for related duties as required or assigned.**
 - a. Ensures that Credit Union facilities are secure, clean, and well maintained. Works closely with contractors, architects, and suppliers of safety and burglary equipment to coordinate and ensure compliance with safety policies.
 - b. Stays informed of changes and trends in the financial industry. Attends seminars, conferences, and conventions.
 - c. Edits the monthly Credit Union publication.
 - d. Participates in community affairs as necessary to enhance the Credit Union's professional image.
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PERFORMANCE MEASUREMENTS

1. Effective strategic plans are formulated and complementary policies, goals, and procedures that further Credit Union objectives are established.
 2. Credit Union assets are secure and growing. Profitability, liquidity, budget, membership and equity goals are achieved.
 3. Credit Union personnel are well trained, effective, and efficient, and their activities are well coordinated.
 4. Positive business relations exist with members, vendors, community members and government and professional organizations.
 5. Accurate and complete financial and accounting statements, records, and reports are available and utilized in managerial decision making.
 6. The Board of Directors is appropriately informed regarding Credit Union activities and of any significant problems.
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QUALIFICATIONS

EDUCATION/CERTIFICATION: Degree in Business Administration, Finance, or equivalent preferred.

REQUIRED KNOWLEDGE: Thorough knowledge of Credit Union industry.
Understanding of financial and accounting policies and practices.
Familiarity with related laws and regulations.
Understanding of related computer applications.

EXPERIENCE REQUIRED: At least ten years of progressive management experience within the Credit Union or banking system, the last three of which have been in a position of senior or executive management.

SKILLS/ABILITIES: Strong leadership and interpersonal abilities.
Solid organizational and analytical skills.
Ability to coordinate, manage, and direct others.
Strong computer skills and business equipment.
Familiarity with backoffice financial software and reporting.
Mastery of Excel.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

COMMUNICATION: Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.

AVERAGE HEARING: Able to hear average or normal conversations and receive ordinary information.

AVERAGE VISUAL ABILITIES: Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.

PHYSICAL STRENGTH: Sedentary work; sitting most of the time. Exerts up to 10 lbs. of force occasionally. (Almost all office jobs.)

WORKING CONDITIONS

No hazardous or significantly unpleasant conditions (such as in a typical office).
Frequent local travel.
In frequent out-of-town travel.

MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

REASONING ABILITY: Ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw conclusions.
Able to interpret an extensive variety of technical instructions and can deal with several abstract and concrete variables.

MATHEMATICS ABILITY: Ability to compute discount, interest, profit, and loss; commission markup and selling price; ratio and proportion and percentage.
Able to perform very simple algebra.

LANGUAGE ABILITY: Ability to read periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias.

Ability to prepare business letters, proposals, summaries, grants and reports using prescribed format and conforming to all rules of punctuation, grammar, diction, and style. Ability to conduct training, communicate at panel discussions, and make professional presentations.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.