



JOB DESCRIPTION

Position Title: E-Branch Manager
Location: Sodus, NY

General Summary:

The E-Branch Manager will provide leadership, coaching, guidance, support, and training to E-Branch Representatives. Works in collaboration with the Member Service Center Manager to ensure that E-Branch staff has the tools and resources necessary to provide consistent, exceptional service to Reliant members across all electronic delivery channels. Specific electronic service delivery channels include, but are not limited to: online chat, email, Text Concierge, DocuSign, and Meridian Link.

The E-Branch Manager is responsible for fostering team building and staff development by means of coaching, mentoring, and training. Actively participates as a member of the Member Services management team, providing insight and suggestions to promote credit union growth and consistent quality service. Ensures that member sales and service functions provided are consistent with Reliant's Corporate Culture Statement, policies, and procedures.

Understands and follows expectations of Reliant's corporate culture. Leads by example in the consistent demonstration of accountability, respect, and teamwork. Provides quality service and strives to exceed service expectations. Acts in professional, friendly manner at all times. Completes work timely and accurately.

Duties & Responsibilities:

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. *Coach, train, develop, and motivate E-Branch staff to achieve desired results and credit union objectives.
2. *Actively participate in annual goal setting process and strategic planning. Assist the Member Service Center Manager and the Vice President of Member Services with the implementation, monitoring, and achievement of these goals within the E-Branch. Lead and participate in Member Services major department goals. Continually strive to meet established goals and reinforces strategic areas of focus.
3. *Routinely analyze electronic service delivery channels to ensure that proper channels are being utilized. Make recommendations for shift in strategy or channel based on research and evaluation.
4. *Report and analyze electronic delivery channels and benchmark against credit union goals and industry standards. Develop strategies to shift member behavior and increase convenience.
5. *Assist the Member Service Center Manager with formal communications to members via outbound efforts through electronic service delivery channels.
6. *Stay up to date with regulatory and compliance issues related to member services, such as Truth in Savings, Patriot Act, Red Flag, etc. Communicate regulatory changes to staff and ensure compliance.
7. *Conduct regular electronic delivery channel monitoring and functional observation to ensure sales and service expectations are met, and procedures followed.

8. *Routinely handle complex problem resolution with both members and staff.
9. *Assure a full range of products and services are provided to members within the context of Reliant's Corporate Culture. Make recommendation for changes when needed.
10. *Prepare and conduct performance evaluations and regular one-on-one coaching sessions with E-Branch staff. Hold periodic team meetings with department staff to keep them informed and engaged.
11. *Responsible for the general maintenance of E-Branch department equipment including operational knowledge of equipment, able to identify and diagnose equipment problems to make service calls. Works with IT Manager on any concerns.
12. *Advise Facilities Manager of departmental repairs and maintenance items needed and follows up to ensure that the items are addressed in a timely manner.
13. *Identify and communicate opportunities and strategies for process improvement, product enhancement and development, enhanced service, improved efficiency, and other such issues related to the well-being and success of the credit union.
14. *Handle elevated member concerns to ensure resolution. Communicate escalated concerns to the Member Service Center Manager. Informs Branch Management team of any frequent or repetitive concerns and proposes change(s) needed in policy or procedure to reduce concerns.
15. *Assist the Member Service Center Manager in managing the vendor relationship for Reliant's online and mobile banking service as it relates to day-to-day functionality, member impact, update releases, and customer care incidents.
16. *Network and promote Reliant in the communities we serve through presentations at local businesses/organizations and participation at community events.
17. *Solicit/coordinate input from E-Branch representatives regarding rate environment, competition, and member comments. Provides input for consideration regarding rate changes. Maintains and updates deposit rates in Meridian Link.

**Indicates an essential function of this position.*

Required Knowledge, Skills and Abilities:

1. Demonstrates excellent written and oral communication skills as applied in both individual and group settings.
2. Effective personal computer skills: word processing, spreadsheet, database, and report development.
3. Possesses strong organizational skills, with ability to identify, coordinate and prioritize multiple responsibilities and/or materials.
4. Ability to manage, protect and preserve sensitive information, and maintain confidentiality.

Minimum Training and Experience:

1. Associates degree in Business Administration or related field and at least three (3) years of progressively responsible work experience required. Related work experiences may be considered in lieu of some educational requirements.
2. Minimum of two (2) years supervisory experience required, preferably in financial services.
3. Minimum of two (2) years of electronic delivery channel management experience desired.

Physical Requirements

1. Ability to use keyboard, monitor, telephone, and other standard office equipment for an average of 6 to 8 hours per day, with accurate keyboarding skills for both typing and number entry.
2. Ability to communicate effectively with others in person and via telephone, email/chat, and written documents.
3. Ability to decipher data contained in documents, reports, spreadsheets, etc., presented both on paper and electronically.
4. Ability to travel throughout a two-story building including stair climbing and descent and/or elevator operation.
5. Ability to lift and move objects up to 35 lbs.
6. Ability to work a flexible schedule including extended hours and some weekends and evenings.
7. Ability to drive within the credit union's service area with valid NYS driver's license.
8. Must be capable of regular, reliable and timely attendance.

To Apply:

Email your resume and cover letter to: careers@reliantcu.com

Or send your resume and cover letter to:

Attn: Careers
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