



JOB TITLE: Porterville Branch Team Lead
DEPARTMENT: Frontline Branch Operations
POSITION REPORTS TO: Supervisor of Branch Operations
FLSA STATUS: Hourly, Non-Exempt
COMPENSATION RANGE: \$19.93-\$24.36 per hour <i>(based on experience & qualifications)</i>
REVISION DATE: May 2024

Benefits:

- We offer a competitive package benefits package including medical, dental, and vision (We also offer medical to your pets)
- 401(k) with up to 3% employer match
- Student loan paydown of up to \$5,250 annually
- Tuition reimbursement
- Employee Loan Assistance-Impact Fund
- Employee Assistance Program (EAP)
- 11 Paid holidays
- Life Insurance
- AD&D Insurance
- AFLAC
- Take your Birthday off on us!

Company Overview:

Are you a freakin ray of sunshine? Because we ARE! Tucoemas is a positive, fun, great workplace where creative Team Members love working together, learning new things, and leading by example. This is our 3L culture: Loving, Learning, Leading! We're serious about being awesome, but we don't want to take ourselves too seriously. If you think you are a good fit for our 3L culture, let's share a few more details about what you would do:

Position Purpose:

The primary purpose of this position is to help Tucoemas live out our commitment from our Mission Statement, "dedicated to providing members valuable and convenient products and services to help improve their financial security in every corner of our community." An essential missional behavior is identifying members' financial needs and recommending solutions to improve their financial security.

Position Summary:

If you have a passion for service, a focus on finding solutions, believe in having fun and love to lead, then the Branch Team Lead position is for you! Four key elements that make up the Branch Team Lead:

1. Live out our Core Values with every member and team member in every interaction.
 - Stop doing stupid things.
 - Be the sunshine today!
 - Sweep your own doorstep.
 - Be Awesome!
 - It takes a village.
 - Champion in the arena!
2. The Branch Lead position is responsible for the positive direction and oversight of frontline branch processes. You encourage innovation, team collaboration, and empowerment of the team.
3. They oversee the delivery of a full range of services to members and prospective members, including actively listening to their team's interactions with members to identify mission-focused solutions.

Essential Duties and Responsibilities:

- As the branch floor leader, you communicate and demonstrate the Credit Union's overall mission and culture.
- Encourage team members to "sweep their own doorstep" by assisting and supporting the team's training to continue their knowledge of products, services, and process functions.

- You are excited to recognize awesome team members who reflect the Credit Union's core values positively.
- You champion the team that is continuously trying to exceed members' expectations!
- Lead morning huddles to encourage the team to achieve the minimum established member goals.
- You ensure member transactions are processed accurately and timely to ensure that Credit Union member service goals are achieved with every member, every time.
- Lead by example to provide a welcoming branch environment with high-quality personal service to draw members into the branch and build mission- and values-focused relationships.
- Performs all member service duties, including but not limited to: account maintenance, receiving and disbursing funds, posting deposits and loan payments, transfers, cash advances, and all types of withdrawals (cash and checks), and cash balancing.
- The Branch Team Lead handles their scheduling, approvals, and overrides of transactions and backup for vault duties and may be asked to review cash outages.
- Participate and complete special projects as needed.
- Maintains member and other sensitive information with confidentiality.
- Understand and comply with all applicable federal and state laws and banking regulations (including those related to OFAC and Bank Secrecy Act / Anti-Money Laundering compliance) and the Credit Union's policies and procedures.

Physical Demands:

The physical demands and work environment characteristics described are representative of those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to accommodate individuals with disabilities to perform essential functions.

- While performing the job duties, employees may be required to use frequent physical activities, including sitting, standing, reaching, walking, talking, bending, and constantly using hands.
- May occasionally lift and/or move up to 5 pounds.
- These activities are not necessarily performed to the same degree and combination daily.

Position Qualifications and Abilities:

- High School Diploma/GED.
- 1-3 years of demonstrable Leadership experience
- One year of progressive experience in a financial institution
- Able to demonstrate sound judgment for check holds, member concerns, basic employee issues, scheduling conflicts, etc.
- Ability to work from Monday-Saturday from 8:30 a.m. to 6:15 p.m. at any branch office location.
- Ability to operate independently, understanding loan, new accounts, and member services departments within a year.
- Possesses strong leadership skills in guiding and directing staff, utilizing strong verbal, written, organizational, and analytical skills.
- Excellent interpersonal skills and experience in leading people.
- Supports community involvement and participates in community activities
- Willing to obtain certifications and attend training
- Must be proficient in the use of a PC with Windows-based programs;
- Fluency in Spanish is a plus.
- Travel for training may be needed before and after normal hours.
- Maintain regular, punctual attendance consistent with the ADA, FMLA, and other federal, state, and local standards.

COVID-19 Considerations:

Tucoemas exceeds all CDC-recommended COVID-19 precautions with a mandatory vaccine policy in place.

Position Content:

This job description is not intended and should not be construed as an all-inclusive list of all the responsibilities, skills, or working conditions associated with the position. While it is intended to accurately reflect the position activities and requirements, management reserves the right to modify, add, or remove duties and assign other duties as necessary.

Equal Employment Opportunity:

Tucoemas is an equal-opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals without regard to race, color, religion, sex, pregnancy (including childbirth, lactation, and related medical conditions), national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, genetic information (including characteristics and testing), military and veteran status, and any other characteristic protected by applicable law. If you need assistance or accommodation due to a disability, you may contact us at 559.737-5747.