

# Assistant Branch Manager – Marshalltown

Ready for a leadership role? The Assistant Branch Manager role at MEMBERS1st may be right for you!

The right candidate will be comfortable assisting with the operations of branches in Marshalltown. The Assistant Branch Manager will answer routine to complex questions on products and services, policies and procedures, or rules and regulations. This person will assist with the continual process of developing and/or maintaining a positive working environment by example through strong leadership.

The Assistant Branch Manager assures that team members use advanced member service skills; remains calm and composed, tactful and respectful even in difficult situations; demonstrates dependability, honesty, promptness and commitment to excellence; and demonstrates a high level of interpersonal skills.

The right candidate will inspire team members to seek continuous improvement of process and knowledge; recognize and reward excellent performance of staff members; and communicate with team members on a regular, formal basis. This leader will support and encourage autonomy, initiative and creativity of individual team members; generate excitement for team goals; and perform human resource functions for the assigned branch including but not limited to hiring, training, coaching, time keeping, scheduling, and providing timely performance assessments.

## Education and/or Experience

- Three years of experience in a financial institution in a customer service role.
- Lending experience preferred.
- Demonstrated ability to promote sales growth.
- Meticulous professional characteristics.
- Strong written and verbal communication skills.
- Experience leading a team and supervising people.
- Qualifies as MLO and complies with registration process for NMLS listing.

Interested candidates should submit their resume to: [hr@members1st.com](mailto:hr@members1st.com) with the Subject Line: Marshalltown Assistant Branch Manager

