



**Assistant Director of Branch Operations**  
**TCT Federal Credit Union**  
**Position Location – Milton/Ballston Spa**

TCTFCU is interviewing for an Assistant Director of Branch Operations. The Assistant Director of Branch Operations is responsible for the following aspects of branch operations: monitor branches to ensure exceptional member service standards are met; ensure that staffing levels are appropriate to needs, assess and provide training and coaching either in conjunction with the Training Department or directly with the Branch Manager; ensure internal audit requirements are met; ensure branch facilities are maintained; finalize all written performance evaluations; suggest, develop, and implement ideas to enhance branch operations; liaison between all branch personnel and management; communicate to all in “one voice”: other duties as required.

**Applicants must have:**

- Education/Certifications:** High School Diploma or equivalent required. Additional college coursework in business management or finance preferred
- Required Knowledge:** Thorough knowledge of credit union services and products. Clear understanding of branch operations and functions. Knowledge and understanding of legal and NCUA regulatory requirements.
- Experience Required:** Minimum of 7 years of progressively responsible experience including a working knowledge of lending in a credit union, bank, or other financial institution. Proven experience in branch management and coaching of staff. Experience in business development, building relationships and selling with integrity a plus.
- Skills and Abilities:** Proven leadership, management, and supervisory skills. Solid analytical skills, excellent organizational and problems solving skills. Candidate must have exceptional interpersonal and communication skills. Experience in operating related computer applications and related business equipment and a proven ability to lead and coach a team to success.

TCT Federal Credit Union offers a competitive salary and benefit package in a relaxed, but professional work environment. If you meet the above qualifications and would like to be considered for this position, please send your **resume** along with a **cover letter & salary requirements** to:

**TCT Federal Credit Union**  
**Attn: Human Resources**  
**416 Rowland St. Ballston Spa, NY 12020**  
**Or email to [jobs@tctfcu.org](mailto:jobs@tctfcu.org)**  
**Or Fax to: 518-288-3751**