



The Credit Union invites applications from suitably qualified internal applicants for the following vacancy at the Harbour Street & St. Ann's Bay Branch:

Branch Coordinator

Reporting to the Regional Manager, the Branch Coordinator is responsible for managing the day-to-day operations of the Branch to support the attainment of Branch targets, while ensuring the maintenance of a high quality sales and service culture.

KEY RESPONSIBILITIES

- Ensure that Branch targets are achieved.
- Manage the daily operations of the Branch including Money Remittance, Loans and Customer Service according to operational standards, ensuring adherence to the policies and procedures of the Credit Union.
- Ensure that all member problems/inquiries reported to the Branch are properly addressed and resolved within the Branch or the Credit Union's structure.
- Interview loan applicants, analyse credit and financial information and make decisions on loans within prescribed limits.
- Provide support at the Branch level for the Credit Union's arrears management and loan collection programme.

QUALIFICATIONS & KEY COMPETENCIES

- Bachelor of Science degree in Management Studies, Business Administration, Accounting or a related area.
- Five (5) years' progressive experience in branch operations at a credit union or other financial institution.
- Thorough knowledge of the Credit Union's products and services.
- Thorough knowledge of the Credit Union's operating policies and procedures.
- Knowledge of the relevant Jamaican laws and regulations.
- Advanced level of proficiency in all areas of Microsoft Office.
- Excellent customer service attitude.
- Very good oral and written communication and presentation skills.
- Very good analytical, problem solving and decision making skills.
- Very good planning and organizing skills
- Good supervisory skills.

Applications should be emailed to the **Human Resources & Administration Manager** at careers@cwjcu.com, no later than **September 14, 2018**.

We thank all applicants for their interest. However, only short listed candidates will be contacted.