

## **SEG Partnership-Branch Coordinator - Job Standards**

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

### KNOWLEDGE OF WORK:

- Thoroughly understands the mission of the organization, the purpose and function of the SEG Branch, the special relationship with the SEG Partner, and partnership endearment initiatives that should be pursued in forging a strong relationship with partner and its employees as customers.
- Knows how to assist SEG Branch Managers to deliver all of the products and services of the organization to current and new customers to build account relationships and achieve market penetration goals. Provides constructive advice on improving branch operations.
- Understands the partnerships' culture and assists each SEG Branch Managers to customize service delivery to create the greatest impact on customers, consistent with sound business and financial practices.

### QUALITY OF WORK:

- Assists SEG Branch Managers to train staff to ensure that service delivery is accurate, convenient, immediate, and consistent with the literature and marketing messages of the organization.
- Periodically audits each branch operation to ensure branch is being operated in accordance with the organization's Products and Services Operating Manuals which establish, in writing, the standard methods and procedures for each appropriate function of the organization.
- Creates Incident Report and documents exceptions to standard practice, real or potential violation of security protocols, and any other incidents that impact the operation of the branch offices.
- Periodically, conducts tests of various aspects of branch operations (i.e., cash handling, physical security, etc.) to evaluate potential risk exposure and opportunity for process improvement.

### QUANTITY OF WORK:

- Works with SEG Branch Managers to assist in the attainment of branch goals – new accounts, transactions, loan volume, savings balances, account relationships – and helps develop staffing and scheduling plans that result in the greatest unit productivity in each branch.
- Tracks each branch's operating statistics to determine how, and in which functions, the branch might improve its profitability, productivity, volumes of business and market penetration.
- Looks for new opportunities to establish SEG Partnerships, coordinates the location of such branch offices, staffs the branch office, and coordinates the opening of the branch office with the assistance of other support departments of the overall organization.

### AFFIRMATIVE ACTION:

- As applicable, complies with Title VII (The Civil Rights Act of 1964 and later amendments) and other affirmative action programs.
- Accepts and supports appropriate workplace diversity (i.e., age, color, culture, sex, beliefs, etc.)
- Meets compliance requirements with respect to regulations (ADA, FLSA, OSHA, COBRA, FMLA, EEOC) and other workplace legislation.
- Maintains appropriate awareness about affirmative action legislation and issues.