

The New Pilgrim Federal Credit Union Manager will direct the operations of a full service location, and will set the standard for a positive credit union environment and excellent member service by providing effective leadership and coaching to the credit union staff and volunteers.

**Minimum Qualifications:**

- High School or GED. College degree preferred.
- Four years of related work experience, or an equivalent combination of education and related work experience.
- Working knowledge of standard accounting processes and principles.
- One year of previous banking/credit union management/supervisory experience.
- Basic working knowledge of Microsoft Office applications. Including but not limited to Word, Excel, and Outlook.
- Knowledge of financial institution data processing core systems.
- Effective oral and written communication skills.
- Strong organizational and problem solving skills.
- Strong analytical skills.
- Advanced knowledge of standard financial reports.

**Functions and Responsibilities:**

- Responsible for leading, directing, organizing and overseeing operations, member service and other activities.
- Bring strong leadership to develop and implement successful strategies to further grow the credit union.
- Improve processes and staff performance to enhance member service.
- Manage daily operations of the credit union. Assigns and directs work of credit union. Ensures effective communication with staff and volunteers, and serves as a conduit to credit union board with member/employee issues, accolades, and concerns. Establishes expectations, communicates goals with the credit union, and provides feedback to ensure goals are reached.
- As the principal manager of the credit union, confers with members and provides recommendations and guidance related to lending needs. Analyzes loan requests and ensures loan applications are properly processed on established consumer lending guidelines. Communicates lending decisions with members.
- Oversees and ensures delivery of excellent member service, consistent with the policies and program of the credit union.
- Oversees the general maintenance and security of the credit union location. Ensures proper control and accountability of cash, and adherence to applicable credit union policies and procedures.
- Represents the credit union in civic and community activities. Promotes strategies and financial products to attract business and increase membership.
- Performs other duties as assigned.

**Requirements:**

Must be familiar with on-line banking platform, as well as ATM capability. Ability to effectively lead and communicate with a team and with credit union board of directors. Must display positive attitude as well as a pleasant, professional demeanor. Must demonstrate ability to work toward and attain established goals. Must demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines and requirements for extreme accuracy. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters.

**Hours of Operation/Work Hours:**

The credit union currently operates on a part-time schedule, 10:00 am to 2:00 pm weekdays

**Apply with letter of interest and resume to:**

Rev. Dr. James H. Brooks  
New Pilgrim Federal Credit Union  
P.O. Box 12927  
Birmingham, AL 35202

**or electronically to [onceapilgrim@gmail.com](mailto:onceapilgrim@gmail.com)**

**NO PHONE OR IN-PERSON INQUIRIES, PLEASE**