

## **Chapter 1 – President/CEO/Manager**

**TITLE: President/CEO/Manager**

**REPORTS TO:** Board of Directors

### *Purpose*

Plan, direct, and control all credit union activities in accordance with credit union plans, policies, directives, and activities as established by the board of directors. Responsible for ensuring financial stability and member satisfaction commensurate with the best interest of the members, the employees, and the credit union. Provide strategic direction, vision, leadership, and management in all functional areas.

### *Duties and Responsibilities*

1. Direct all credit union operations, which include planning and implementing programs, policies, and procedures.
2. Individually and/or through subordinates, provide strategic and/or administrative direction and management in all credit union functions to include: accounting, ALM, business development, compliance, facility management, finance, human resources, investments, lending, marketing, operations, retail services, risk management, and security.
3. Manage the day-to-day operation of the credit union and establish office procedures to use staff and facilities most efficiently, to promote products and services, to provide outstanding member service, and to achieve the goals of the credit union.
4. Develop, recommend, and implement financial policies and procedures.
5. Analyze work flow of the credit union on a continuous basis and make changes to improve efficiency and reduce cost.
6. Ensure that the credit union is in compliance with the federal laws and regulations set forth by the National Credit Union Administration and other State and Federal regulatory agencies.
7. Recruit and select quality applicants for management vacancies, ensuring that the credit union is adequately staffed with competent employees.
8. Supervise a budget for the credit union that is consistent with the overall strategic plan.
9. Evaluate the job performance of credit union management to ensure quality service to members.
10. Conduct management meetings on a regular basis to insure the dissemination of information exchange of ideas, resolution of problems, discussion of trends, etc. Ensure that information is communicated throughout the credit union.
11. Ensure adequate equipment, supplies, and working space is available.
12. Conduct business development activities to promote the growth and development of the credit union. Build positive relationships with the field of membership, and with appropriate trade associations and organizations.
13. Provide direction to the Board on compensation philosophy. Plan and recommend appropriate wage and salary structure in accordance with that philosophy.
14. Plan and oversee the employee benefits program, balancing internal demands, equity in the marketplace, and costs.
15. Manage security and safety for the credit union, with responsibility to analyze security and safety policies and procedures, and to alert staff of any changes in a timely manner.