



Operational Management Duties and Responsibilities

December 4, 2002

The board of directors delegates to the general manager full responsibility over the daily credit union administration and operations. The general manager reports directly to the board. The manager is responsible for the supervision of credit union employees.

Credit union managers should have experience in managing financial institutions and employees and a financial or business background. Their duties and responsibilities should be clearly stated in writing. Prior to hiring a manager, the board members will want to interview the potential candidate(s) for the job and discuss all of their duties and responsibilities with them in detail. Each candidate should date and sign the document outlining their duties and responsibilities. Their signature implies that they have read the document and will perform the duties and responsibilities to the best of their ability. The signed document should be retained in their personal file and should be available for regulatory review. Annually, compliance with this document should be a part of the manager's appraisal process.

Duties and Responsibilities – This list assumes that the manager is not the only employee; the credit union has an accountant, loan officer, collector, and a cashier. The duties and responsibilities of the manager are:

- Direct and supervise all credit union daily operations.
- Plan, recommend, and implement programs and policies, direct personnel and provide general administrative direction.
- Appraise the general economic environment, anticipate changes in the economy as they may affect credit union operations, and develop and recommend changes so that the credit union remains competitive with the market.
- Prepare and propose to the board changes to credit union policy.
- Ensure that employees follow all of the established board policies.
- Assist in the drafting and implementation of written procedures for each operational area of the credit union.
- Assist the board in developing financial goals.
- Report to the board at the monthly meeting on the financial condition of the credit union and participate in the meeting without voting rights.
- Prepare an annual operating budget and cash flow budget with input from the board.
- Participate in the strategic planning session and develop a long-range business plan with board input.
- Coordinate the publicity and promotion of the credit union.
- Hire and terminate credit union personnel.
- Supervise and appraise in writing all staff members, no less than annually.
- Plan, organize, and staff the credit union to accomplish the objectives of the organization. Propose to the board new staff positions and revisions of the salary schedule.

- Encourage self-development among employees through job training, seminars, workshops, and provide cross training amongst the staff positions to improve member service and enhance internal controls.
- Represent the credit union in business transactions authorized by the board.
- Implement recommendations set forth in the audit reports and those issued by the regulatory body.
- Provide information to the regulatory authority in a timely fashion.
- Authorize budgeted expenditures and sign all documents disbursing credit union funds, if this responsibility has not been delegated to an employee.
- Establish accounting and administrative internal controls to ensure that the credit union's assets are protected from financial mismanagement and fraud.
- Ensure that all accounting records are in balance and up to date and that all financial reports are complete and accurate.
- Ensure that the accounting records are maintained using accrual basis accounting and comply with accepted accounting principles.
- Assist the board in establishing a pricing strategy for products and services.
- Assist the board in determining acceptable types of collateral that can be used to secure credit union loans.
- Make investments in the name of the credit union, if the board has delegated the authority.
- Ensure that there is adequate liquidity to meet loan demand, savings withdrawals, and operating expenses.
- Establish access to loans and lines of credit sufficient to meet short-term liquidity needs.
- Ensure that all legal obligations are met, such as the payment of all taxes, maintenance of sufficient liability insurance for all risks to which the credit union is subject, and compliance with all applicable laws and regulations.
- Remain current on all personal credit obligations with the credit union.

Participate in community affairs to enhance the presence of the credit union in the community.

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