

Picton Branch/Member Service Centre Manager – Full Time 35 hours per week minimum

Established in 1971 and based in South West Sydney, The Mac is a member-owned financial organisation that is committed to providing members with a different kind of banking: the special kind where members really do matter. Over 50 years on, we are the local financial institution building trusted relationships with our members and the broader communities within the Macarthur and Wollondilly regions. The Mac is currently looking for a dedicated Branch/Member Service Centre Manager to join our team.

The responsibilities associated with this role include but are not limited to the following:

Service delivery

- Manage the day-to-day branch operations of The Mac, ensuring compliance with all legislation, regulation and approved policies and procedures.
- Manage the operations of the Member Service Centre, ensuring a fully staffed, efficient service is provided to Members.
- Maintain thorough knowledge of products, services, policies and procedures whilst delivering projected loan & deposit growth targets
- Conducting loan interviews both face-to-face and over the telephone

Relationship Management

- Maintain effective relationships with Members, Staff and Management
- Provide friendly, efficient and professional Member service
- Enhance the promotion of The Mac within the local community

Administration and Documentation

- Prepare reports, presentations and recommendations as required
- Track branch performance and provide updates to Senior Management
- Comply with all of The Mac's policies and procedures
- Liaising with third party suppliers ie; Conveyancers & Valuers

The skills, experience and attributes we are looking for in the successful candidate are:

Essential

- Minimum 5 years Management experience
- Comprehensive knowledge of end-to-end loan processing for both personal and home loans
- High attentional to detail
- Relevant Industry experience
- Current drivers' licence

Desirable

- Ultracs Core Banking platform experience
- Experience in lending to self-employed and business applicants

If you feel you are suitable for this role, please send your cover letter and resume to mail@themacccu.com.au by close of business Monday 18th December 2023.