



SUPERVISOR EXPECTATIONS

Supervisors at Connections Credit Union are expected to set the example and be a role model for the staff and branch, acting with honesty and integrity in all aspects of the credit union. Your behavior should inspire those around you and transform your team's ability to work together. It is essential that your professional code of conduct is in the best interest of the credit union. The expectation is that all supervisor decisions and rationale are based on ethical intent.

Employees are selected for a supervisor role because of their ability to lead and to help increase the success of the credit union as a whole. Below are additional expectations of you as a supervisor:

- In order to maintain consistency across all branches of the credit union, supervisors will report to the Branch Operations Manager.
- All employees are expected to show respect to co-workers and members by not engaging in negative behavior or communications. Supervisors are expected to take immediate steps to stop this type of behavior when it occurs by staff during work hours, community events, or any other credit union gathering.
- Strict confidentiality is required in all job aspects including but not limited to: employees' wages, disciplinary actions, development plans, medical concerns, evaluations and/or any other personal concerns or grievances. Information shared with supervisors in Board meetings, committee meetings, or certain staff meetings are considered confidential and should not be discussed unless otherwise stated by the Executive Management Team.
- Supervisors are expected to be a resource for their branch. When there are questions, concerns, or issues the supervisor should step in and work to find a resolution. Unless instructed otherwise by the Executive Management Team, topics discussed in the monthly supervisors' meetings should be discussed with staff promptly to ensure everyone has the most updated information on policies and procedures.
- All supervisors are expected to attend regularly scheduled meetings. These meetings not only provide important information and changes, but also allow for collaboration time and for everyone to voice their input. Each supervisor should come to these meetings prepared to update the Mid- and Executive Management Teams and their peers on the events that have occurred at their branch/department. Attendance is mandatory to keep up to date on what is going on at the credit union. You are expected to be present, pay attention, and participate in discussion. Minimize all distractions – shut your office door, put your phone on DND, and let staff know that you will be unavailable during the meeting.
- Supervisors will take an active role in the marketing and promoting of their branch to help it succeed and grow. This includes being active in the community as needed. Work with the Marketing Department to make your branch successful. Communicate ideas or thoughts of events that would work well in your area and help reach branch goals.
- Changes should always be implemented with a positive attitude and outlook.
- It is the responsibility of the supervisor to work with upset/angry members. The supervisor should diffuse the situation in a professional, positive manner. You can be sensitive to the member's situation and/or their opinions without discounting the credit union's decisions or

