

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

- policies. Supervisors should address member concerns promptly and follow through with any needed actions.
- Supervisors must be aware of their branch and property surroundings. If there are areas of
 concern or items that need attention, please address them or get with the Branch Operations
 Manager for solutions. This includes physical branch improvements/enhancements,
 maintenance items, or other items that could help in the success of the branch.
- Supervisors will have various reports and submissions due by certain dates each month and/or year. You are expected to meet these deadlines. If there is a reason you would not be able to complete something in the designated timeline, it is expected that you communicate that with the appropriate Mid Management and Executive Management team members.
- Supervisors should be able to recognize the talents of their staff. Work with the Branch
 Operations Manager and HR if you feel a staff member would be better utilized in a different
 position or for additional opportunities. Always look for ways to involve staff in branch
 activities or specials projects.
- Supervisors should follow through with staff on assigned projects to ensure duties are being performed timely and accurately. Hold yourself and your staff accountable as you are the one that is ultimately responsible.
- Supervisors must ensure policies are enforced consistently for all employees and that all staff is treated equally and fairly. Be consistent with when employees receive disciplinary actions so there is no favoritism or bias.
- Supervisors are encouraged to express their opinion and ideas in a constructive and respectful manner to the Branch Operations Manager.
- Supervisors are expected to follow the correct chain of command. If you feel your concerns are not being addressed after using the proper chain of command, then it would be acceptable to involve additional Executive Management up to and including the CEO.
- Supervisors are expected to be an example for their team. Practice what you preach if you expect something of your employees (showing up on time, etc) then you need to be the example and hold yourself to the same standard. This also includes behavior, attitude, communication, and appearance. Rumors, gossip, bullying, and discrimination of any kind is not tolerated.

Supervisor's Expectations of the Executive Management Team and Connections Credit Union:

- The Mid- and Executive Management Teams will maintain a work environment that recognizes the importance of teamwork, and employees willing to share ideas that result in the best member service possible.
- Concerns or questions should be addressed timely. If an issue requires additional time, that delay will be communicated to the supervisors. Updates will be given as needed.
- The Mid- and Executive Management Teams are available as a resource to help supervisors with difficult situations involving both members and staff.
- Adequate training will be provided to all employees.

Supervisor Name	Signature	Date