



Job Description

Job Title: Assistant District Supervisor

Last Updated: May 27, 2016

Supervisor: District Supervisor

Job Summary

An Assistant District Supervisor is responsible for assisting the District Supervisor in ensuring that all Branch Managers within the district are operating efficient, profitable branches. An Assistant District Supervisor is also responsible for following all Company policies and procedures, and completing all daily duties. An Assistant District Supervisor is also responsible for assisting the District Supervisor with training district employees about Company policies and procedures, and making sure district employees follow them at all times. An Assistant District Supervisor must abide by, and enforce, lending and collection practices in accordance with all local, state and federal regulations. An Assistant District Supervisor is responsible for immediately informing the District Supervisor about any concerns with any branch within the district. An Assistant District Supervisor is the line of communication between the Home Office and the branches; when the District Supervisor is unavailable. An Assistant District Supervisor should continually prepare for future opportunities that may arise within the Company.

General Accountabilities

- ✓ Make sure the daily reports are completed and signed by the Branch Managers.
- ✓ Review the daily reports from each branch to assure compliance with Company policies.
- ✓ Personally visit each branch on a regular basis (at least once per month).
- ✓ Assist the District Supervisor in assessing personnel needs for each branch.
- ✓ Hire, promote, reprimand, and terminate employees for each store; at the direction of the Home Office when the District Supervisor is unavailable.
- ✓ Provide initial and follow up training for all employees.
- ✓ Review delinquencies for each branch and make sure that each branch is effectively collecting those delinquencies.
- ✓ Review every repo and charge off account for every branch in the district.
- ✓ Conduct surprise cash audits at each branch.
- ✓ Review all New Loans (NLs), Former Borrowers (FBs) and Borrower Renewals (BRs) for loan policy compliance and quality.
- ✓ Assist the District Supervisor in conducting annual performance reviews for the district.
- ✓ Provide suggestions to the District Supervisor about updating Company policies and procedures to make sure they comply with local, state and federal regulations; and meet the needs of the Company.
- ✓ Make sure the district reaches monthly goals and standards.
- ✓ Provide suggestions to the District Supervisor about setting goals for each branch and the district.
- ✓ Assist the District Supervisor in researching and developing new branch locations to expand the district.
- ✓ Assist the District Supervisor and Home Office in opening new branches in the district.
- ✓ Provide suggestions to the District Supervisor about best marketing and advertisement options for the district.
- ✓ Ensure that the Company and each branch has a positive image in the communities we serve.
- ✓ Make sure that each Branch Manager has paid the branch bills on time.
- ✓ Fully document positive and negative feedback received from customers about a branch or employee.
- ✓ Treat all employees with respect and ensure that every branch has a pleasant, respectful work environment.
- ✓ Notify the Home Office when a state auditor arrives at a store in the district; when the District Supervisor is unavailable.
- ✓ Have dependable transportation (and a valid driver's license and liability insurance, if applicable) that allows travel to and from each branch on a regular basis.
- ✓ Perform other related duties as assigned or requested.
- ✓ Provide excellent customer service at all times, no matter the situation or circumstance.

Competencies

- ✓ Ability to present oneself as well as the Company in a professional manner.
- ✓ Ability to actively engage in conversations with employees and customers.
- ✓ Good verbal and written communication skills.
- ✓ Ability to read and analyze a loan application and review credit reports.
- ✓ Knowledge of all loan products.
- ✓ Thorough knowledge of industry and regulatory compliance practices.
- ✓ Proficient in the use of an office computer and corresponding programs.
- ✓ Strong customer service skills.

- ✓ Ability and desire to lead others.
- ✓ Desire to advance within the Company.
- ✓ Ability to make tough decisions.

This list includes some, but not all, of the requirements of this job. You may be required to perform additional tasks that are not listed in this job description. By signing below, you acknowledge that you understand that by accepting this position you agree to perform all of the tasks listed above and any additional tasks that may be required of you to fulfill this job.

Employee:

Supervisor:

Sign: _____

Sign: _____

Print: _____

Print: _____

Date: _____

Date: _____