



Job Description

Job Title: District Supervisor

Last Updated: May 27, 2016

Supervisor: President

Job Summary

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

General Accountabilities

- ✓ Make sure the daily reports are signed and completed 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).
- ✓ Assess personnel needs for each branch and hire, promote, reprimand, and terminate employees for each branch; as directed by the Home Office.
- ✓ 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 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.
- ✓ Conduct annual performance reviews for the district.
- ✓ Assist the President in 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.
- ✓ Work directly with the President in setting goals for each branch and the district.
- ✓ Research and develop new branch locations to expand the district.
- ✓ Assist the Home Office in opening new branches in the district.
- ✓ Assist the Home Office in determining 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 branch in the district.
- ✓ 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: _____