



JOB DESCRIPTION

Exempt
Grade: 22

TITLE: **Manager, Member Services (I)**

REPORTS TO: Vice President, Member Services, receives direction from AVP, Member Services

SUPERVISES: Member Services Staff

SUMMARY: Following established procedures, directs, organizes and controls the operational activities and staff of a Member Service Branch; usually fewer than 6 employees. Typically reviews and approves consumer loan applications. Responsible for implementing credit union policies and procedures in relation to member service transactions. Coordinates member services and activities; represents the credit union at community organizations and events.

ESSENTIAL FUNCTIONS:

- Following established procedures, directs, controls, and manages the daily operations of the Member Services Branch; including budget, staffing, inventory, security, building maintenance and overall member service.
- Actively practices the behaviors required by the credit union's guidelines for Member Service in all transactions with members and staff.
- Responsible for establishing and maintaining excellent member relations by providing services and cross-selling credit union products.
- Has a thorough working knowledge of the functions of a Member Services Supervisor.
- Responsible for hiring, training, development, performance evaluations, coaching, and discipline of employees.
- Responsible for the tracking and achievement of Member Services Branch goals.
- Performs, monitors and upholds established procedures outlined in the Member Services Representative Manual, the Member Needs and Products Guide, the Loan Manual, the Security Manual, the Injury and Illness Prevention Program and related materials.
- Responsible for Member Service Branch business development.

- Represents the credit union at community functions and events.
- Prepares and analyzes reports as directed.
- Ensures established safety and security procedures are followed at all times.
- Builds a harmonious work atmosphere for employees and members.
- Performs other duties as assigned.

PRINCIPAL RESPONSIBILITIES:

- Mental acuity necessary to understand and abide by rules of confidentiality.
- Ability to understand and respond to complex verbal and written communications.
- Ability to count, disburse, reconcile and balance financial instruments.
- Ability to effectively communicate in person, by phone and in writing.
- Ability to read and accurately interpret written and numerical data.
- Manual dexterity to accurately enter and record data using a keyboard, computer terminal and other office equipment.
- Lift and carry up to 50 lbs.
- Fine motor and physical dexterity to operate and repair office machinery.
- Ability to remain standing and/or sitting for prolonged periods of time.

REQUIRED KNOWLEDGE:

Must possess excellent member service skills, strong operational skills and have the ability to supervise and train staff. Computer literacy, excellent oral and written communication skills, and the ability to effectively work with staff. Incumbent must be bondable.

EXPERIENCE:

Two years experience with a credit union or other financial institution with a strong operational and supervisory background; or similar experience.

EDUCATION:

High school graduation or equivalent.