

# ***First Community Credit Union***

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## **JOB POSTING**

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**POSITION TITLE:** Member Relations Manager

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### **POSITION SUMMARY**

Responsible for delivering high standards of service to members by making the most effective and efficient use of personnel and technology resources. Monitor, analyze and plan improvements to department performance to ensure personnel perform the job duties in accordance with approved policies and procedures.

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### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Ensure the smooth operation of the department by monitoring and analyzing the calling activities of Member Relations Specialists.
  2. Monitor productivity of assigned personnel and generate, review and analyze productivity reports. Standardize procedures to improve operational efficiency.
  3. Review calls received by staff to monitor the member experience and provide appropriate coaching. Monitor staff calls to observe demeanor, knowledge, and conformity to all applicable policies and procedures.
  4. Provide communication and follow up to ensure staff are fully informed of all new information related to products, services, procedures, member needs and credit union related issues, changes or actions.
  5. Work with managers to ensure member needs are met in a responsive, efficient manner.
  6. Respond to member telephone inquiries, requests, and problems, taking ownership to resolve issues within given authority in a timely manner in accordance with member expectations and in compliance with operational and compliance procedures.
  7. Support and promote all credit union and departmental sales, service and quality service initiatives.
  8. Maintain the integrity of the member relationship management solution and sales program by accurately recording and tracking all member encounters.
  9. Effectively apply management practices in leading the work of assigned personnel and building an engaged team. Exercise managerial leadership duties as it relates to staffing, development, training, coaching, motivating, performance management and disciplinary action. Conduct staff meetings to keep staff informed of pertinent policies and procedures affecting their jobs.
  10. Display a pleasant, professional and positive manner on the job and follow guidelines established in the Code of Ethics and Conduct and the Employee Handbook to include the dress code, punctuality, and confidentiality policies. Regular attendance is necessary to perform the duties of the position.
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### **EDUCATION/CERTIFICATION:**

- B.S. or B.A. degree in business or related field; experience will be considered in lieu of formal education.

### **EXPERIENCE REQUIRED:**

- 1-3 years experience in a call center environment preferred.
- General knowledge of the features and benefits of all credit union products and services.
- General knowledge of compliance and regulatory issues surrounding credit union operations.