



JOB DESCRIPTION

Position Title: Member Service Center Supervisor
Location: Sodus, NY

General Summary:

Responsible for assisting in the supervision and oversight of the Member Service Center team. Participates in coaching, training, and development of Member Service Center representatives. Functions as Member Service Center supervisor, overseeing operations and performing all Member Service Center Representative functions. Consistently provides exceptional service to members and staff. Demonstrates leadership in a team environment. Provides quality service and strives to consistently exceed service expectations.

Understands and follows expectations of Reliant's corporate culture. Consistently demonstrates the attributes of accountability, respect, and teamwork. Provides quality service and strives to exceed service expectations. Acts in a professional, friendly manner at all times. Completes work timely and accurately.

Duties & Responsibilities:

The following duties and responsibilities for this position are not all inclusive; others may be required or assigned.

1. *Supervises the Member Service Center team. Assists the MSC Manager with the operations of the call center.
2. *Leads sales force through coaching, training, managing to goals. Creates and runs regular sales promotions, including outbound initiatives, to ensure key corporate, department, and individual goals are met consistently.
3. *Coordinates daily call center reporting and communicates service level and call activity. Works with Manager to optimize staffing to meet call volume needs.
4. *Assists the MSC Manager with drafting and conducting performance evaluations. Conducts regular one-on-one coaching sessions with inbound staff.
5. Functionally observes staff to ensure a high level of service. Assists with call monitoring, and uses as a coaching tool for training and development.
6. *Keeps staff informed and engaged by communicating relevant information in a timely manner through regular staff meetings and other mechanisms.
7. *Ensures staff have the knowledge and tools needed to perform their job effectively by identifying training needs and providing opportunity for such training. Responsible for the initial and ongoing training of MSC representatives. Serves as the mentor for call center staff during the on-boarding process.
8. *Assists MSC Manager with recruiting, hiring and developing a sales and service focused team of representatives.
9. *Functions as a call center representative, processing teller and MSR functions approximately 70% of the time.
10. *Oversees the activities of member service center staff by answering questions, solving problems, and dealing with complex transactions and sensitive member relations. Handles escalated calls and member concerns to ensure resolution. Handles all concerns with a sense of urgency. Communicate concerns with MSC Manager and appropriate staff.
11. *Approves and processes timecards in the absence of the Manager.
12. *Reviews and responds to all member email and voicemail communication in the absence of the Manager. Handles chat, online loan and application queues, Vertifi and Banno in the absence of the Manager and the Online Chat Representative.
13. *Ensures compliance with all state and federal laws and regulations, as related to daily activities within the member service center. Enforces established compliance measures against internal and external fraud. Ensures adherence to identification/security procedures.

14. *Identifies, communicates, and addresses inconsistencies in procedures and practices to improve consistent service delivery. Ensures staff follow proper procedure, audit, and compliance requirements. Routinely reviews requirements with staff to ensure consistency of operation. Offers input to MSC Manager when situations or opportunities for improvement are identified
15. Assists with annual goal setting process and strategic planning. Monitors achievement of goals within the member service center. Supports strategic areas of focus.
16. Assists with the resolution of loan delinquencies, collection matters, and overdrawn accounts by working with staff to discuss issues with members when appropriate.
17. Ensures mail processing is completed when delegated to the Member Service Center.

Required Knowledge, Skills and Abilities:

1. Excellent written and verbal communication skills as applied in both individual and group settings.
2. Excellent listening skills to assimilate information that will help provide solutions to members' financial situations and needs.
3. Effective personal computer skills: word processing, spreadsheet, database, and report development.
4. Understanding of call center software desired.
5. Ability to work a flexible schedule including extended hours, inclusive of weekends and evenings.

Minimum Training and Experience:

1. Associates Degree in Business Administration or related field or at least two years of progressively more responsible work experience required.
2. Minimum of one year previous Supervisory experience required.
3. Minimum of two years of call center experience desired, including use of an automated call distribution system and outbound call function.
4. Minimum of two years consumer financial sales experience desired, utilizing consultative needs identification approach and previous sales management experience required.

Physical Requirements

1. Ability to use keyboard, monitor, telephone with headset, and other standard office equipment.
2. Ability to communicate effectively with others in person, via telephone, email, and written communications.
3. Ability to decipher data contained in documents, reports, spreadsheets, etc., presented both on paper and electronically.
4. Ability to work evenings and weekends as required.
5. Ability to access document files/filing drawers above and below waist levels.
6. Ability to travel throughout a two-story building including stair climbing and descent and/or elevator operation.
7. Ability to lift and move a minimum of 20 pounds.
8. Ability to sit and/or stand for extended periods of time.
9. Ability to drive within the credit union's service area, with valid NY State driver's license.
10. Must be capable of regular, reliable and timely attendance.

To Apply:

Email or mail your resume and cover letter to:

careers@reliantcu.com

Attn: Careers
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