

First Financial Federal Credit Union

Job Opportunity

Job Title: Member Relationship Center Supervisor

Summary: Supervises, directs and evaluates employees to ensure members are receiving a high level of customer service along with overseeing the Member Relationship Center's day-to-day operations. Responsible for managing, training and coaching employees for personnel development and performing their duties. Provides support and resolves problems and complaints. Guides service sales and incorporates the workflow of a credit union branch that offers a full range of service to current and potential members via telephone rather than in person.

Responsibilities:

- Complies and follows all Bank Secrecy Act regulations.
- Supervises plans and manages functions related to Member Relationship Center work area.
- Oversees and directs the day-to-day activities of employees.
- Acts as a source of information and answers employee questions, assigns tasks, follows up, gives instructions and provides guidance and feedback.
- Carries out supervision, coaching, call monitoring, and training.
- Professionally handles incoming calls, voice mails and emails to ensure that member issues are resolved both promptly and accurately with the highest possible degree of respect and urgency.
- Provides communication and follow up to ensure employees are fully informed of all new information related to products, procedures, member needs and company related issues, changes or actions.
- Monitors service calls to observe employee demeanor, technical accuracy and conformity to company policies.
- Provides product and service information by answering questions and offering assistance.
- Maintains credit union database by entering and verifying information and updating the system.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests and explores opportunities to add value to job accomplishments.
- Anticipates escalation and takes over calls when needed.
- Keeps management informed on issues and problems.
- Monitors queue and tracks inbound calls.
- Motivates and encourages employees through positive communication and feedback.
- Other duties may be assigned.

Qualifications, Skills and Abilities:

- High School Diploma/GED and 3 years of related experience.
- Minimum 2 years of supervisory experience.
- Superior customer service skills.
- Ability to multi-task – answers and responds to calls, voice messages, and secure messages, and posts all mail.
- Requires full knowledge of credit union products and services.
- High level of interpersonal skills.
- Good reasoning ability/problem solving skills.
- Solid math skills - able to compute rate, ratio, and percentages.
- Team oriented - contributes to building a positive team spirit.
- Speaks clearly and has strong written and verbal communication skills.
- Good computer skills – able to learn new programs and systems.

As a First Financial employee, you'll enjoy a challenging work environment and an opportunity to make a difference. We offer paid training and a great benefits package including Medical, Dental, Rx, Vision, Life Insurance, Vacation, Sick, Personal, Tuition Assistance Program and Retirement Plan.

Equal Opportunity Employer/Veterans/Disabled