Job Description

Position Title: Member Services Supervisor
Division/Dept: Member Services
Reports To: Member Services Manager
Positions Supervised: Member Services Dept. Staff

Date: March 2016
FSLA Status: Exempt
Classification: 100% FTE

Job Summary: Responsible for overseeing the day to day functions of Member Services including, but not limited to, ACH and checks (in-clearing, on-us and returns) processing, ATM and mobile deposit processing, IRAs, card services, member research, quality control and legal orders.

Essential Duties and Responsibilities:

Department Operations:
- Manage and coordinate the daily activities to provide timely responses to internal/external member inquiries.
- Prioritize work to ensure productivity levels, communicate changes and expectations.
- Provide direction and guidance to the back office staff in the more difficult member issues/concerns.
- Review and respond to concerns in audit reports of internal/external auditors and regulatory agencies.
- Fill in and perform duties as needed.

Staff Management:
- Establish the scope of authority and responsibility for direct reports.
- Conduct regular coaching sessions, and review and monitor performance against goals.
- Prepare and conduct annual performance assessments.
- Evaluate department productivity and efficiency; recommend improvements via technology and/or staffing enhancements.
- Provide development, guidance, and training in accordance with Credit Union policies, legal and regulatory requirements.
- Maintain and manage staff schedules.

Other Responsibilities:
- Assist manager with strategic planning, project plans and budgetary projections.
- Assist manager in interviewing and hiring personnel.
- Provide functional support to the sales and service activities of the Credit Union.
- Provide monthly reporting of department activities.

BSA: Ensures that operations are conducted in accordance with established Credit Union policies, legal and regulatory requirements, including, but not limited to, understanding of the compliance with the Credit Union’s BSA-AML program.
**Performance Measurements:**
- Ensure all work is completed in an accurate and timely manner in accordance with relevant policies and procedures.
- Demonstrate intellectual curiosity and analytical skills in areas of complexity, ambiguity and diversity.

**Qualifications/Knowledge/Ability/Skills:**
- Excellent written and communication skills.
- Experience with and knowledge of VISA, ACH and check rules and regulations is helpful.
- Proficient in Microsoft Office products, particularly Word, Excel and Outlook.
- Strong organization skills; ability to effectively multi-task.
- Ability to troubleshoot and use available resources to resolve problems.
- Experience with and knowledge of General Ledger accounting.
- Ability to deal with complex problems involving multiple faces and variables in non-standardized situations.
- Experience with the following applications is helpful: Fiserv Spectrum/Branch Suite, Centralsite, FedLine Web and Advantage, Nautilus, Star Station.

**Education/Experience/Training:**
- High school graduate or equivalent experience
- Minimum two years of related experience in a supervisory role at a financial institution, including work in a back-office operations environment

**Physical Requirements:**
- Prolonged sitting and/or standing required to complete duties.
- Use of wrist, hands and/or fingers frequently and regularly.
- Majority of time using a computer.
- Speak accurately and distinctly to convey or obtain information.
- Visual abilities to include close/distance/peripheral/color vision, depth perception, ability to focus, read/input information from/into a computer monitor.
- Average or ordinary visual perception to prepare and review written material.
- Ability to convey detailed information and instructions clearly.
- Exerts up to 20 pounds of force occasionally.

**Contact with Others:** Interpersonal interaction with peers, subordinates and outside contacts.