

MEMBER RELATIONSHIP SUPERVISOR

Summary: Assist Member Relationship Manager with directing Member Relationship staff to meet established goals for service, sales, productivity, and quality of work. Assist in planning, directing, and coordinating the development of procedures, goals, and objectives. Assist in the directing of lending activity to meet Credit Union goals and objectives.

Basic Qualifications: Two-year college degree, completion of a specialized business course, extensive in-house training, or apprenticeship program; one – two years of similar experience; excellent interpersonal and communication skills, advanced computer skills to include Microsoft Office, and ability to operate standard office equipment. Supervisory experience a plus, but not required.

Job Description:

- Assist the Member Relationship Manager with overseeing all lending and deposit functions and managing Member Relationship staff in branch to ensure the credit union meets established goals and objectives. Conduct performance appraisals. Support underwriting as needed.
- Assist the staff by answering questions about products, services, loans; resolve problems within his/her authority and referring issues beyond his/her authority to the manager while ensuring members are being serviced timely in the lobby.
- Coordinate consumer loan and deposit training and education for the staff including updating and training the staff on policies and procedures to ensure compliance with the applicable Federal and State laws and regulations. Provide service and sales support, training, coaching, recognition, and development to all staff.
- Assist the Member Relationship Manager in overseeing and evaluating products and procedures currently in place and implement changes as needed. Maintain system solutions for business issues to enhance service delivery.
- Identify and take action to improve the department's operating methods and procedures.
- Perform other related duties as required.
- This job description is intended to provide a general overview of the position. Duties and responsibilities may vary depending on the specific needs of the organization.