

Job Title Call Center Director

Short Description

Do you want to be part of a dynamic institution that is one of the fastest growing credit unions in the country? Become a part of the First Florida Credit Union team where our employees create a culture that enables our organization to be among one of the 100 Best Companies to Work For in Florida as designated by Florida Trend magazine for 2013, 2014, 2015, 2017, 2018, 2019, 2020 and 2021.. Our employees are the critical element in fulfilling the First Florida Credit Union mission of being a thriving credit union creating value for members by deepening relationships with current members and engaging with potential members.

Also, First Florida Credit Union recognizes the importance of benefits that provide financial security for our employees and their families and is committed to providing a competitive benefits package to eligible employees.

Full Description

Supervise, train and assist Member Support Center staff to provide Credit Union services to members and potential members. Ensure the staff is meeting or exceeding the MSC Quality Standards. Coach and lead staff to ensure achievement of service levels through accurate, knowledgeable and responsive employees in a phone and on-line service environment. Serve on cross-functional and departmental project teams to ensure achievement of Credit Union goals and objectives.

Essential Functions & Responsibilities:
Supervise staff and activities of the department to provide a positive response to member service needs which includes on-line member communications, account opening, on-line production sales results, efficiency in member service levels and team development.

Ensure appropriate staffing of department to ensure member needs and call volumes are being met.

Ensure staff can identify cross-sell opportunities and that staff has the knowledge and skills needed to provide cross-sell of services to members.

Ensure that staff is trained and cross trained in all phases of their particular assignments, delivering quality service to members.

Monitor expenses for cost efficient operations of the department in keeping with budget restraints. Review and/or ensure proper completion, response and retention of department records and reports.

Prepare monthly reports for EVP Operations including call volume, historical reports data, etc.

Continually seek process improvements in the Member Service Center with the ultimate goal of improving the quality of member service. Keep EVP Operations informed of industry trends and/or changes in the market.

Education	Education: Equivalent to a college degree (BS or BA in a relevant filed).
Additional Comments	<p>Experience & Skills Required: Five to eight years of similar or related experience. Must possess good coaching and communications (oral or written) skills; ability to make decisions with minimum information; ability to work in a fast paced complex environment; proven track record of leading a small to medium scale contact center environment; ability to diffuse escalated calls or with senior leadership team to resolve.</p> <p>To apply, visit www.firstflorida.org - Careers Tab</p>
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