

<b>Job Title</b>	Member Experience Implementation Specialist
<b>Short Description</b>	The Member Experience Implementation Specialist will be responsible for developing and improving the member experience for ACU's employees, members, and the community.
<b>Full Description</b>	<p>Member Experience Implementation Specialist</p> <p>A \$1.6 billion-dollar credit union in the Norcross area is currently looking for a Member Experience Implementation Specialist with experience within a financial institution. Individual must have the following qualifications:</p> <ul style="list-style-type: none"> <li>• Bachelor's degree in Business, Organizational Development, Marketing, Management, or related field</li> <li>• At least 3 years of related experience in a financial institution, with a minimum of 2 years of supervisory experience</li> <li>• A minimum of 3 years' experience facilitating in-person and web-based workshops</li> <li>• Demonstrated experience in coaching and performance</li> <li>• Demonstrated experience managing in-depth analytics including combining survey research with transactional data to perform analysis</li> <li>• Experience with business products/services a plus</li> <li>• Must have strong organizational skills, ability to multi-task in a deadline-driven environment</li> <li>• Proficient in computer skills with MS Office (Word, Excel, Outlook) and Adobe PDF knowledge. Able to easily learn other software needed of the position</li> <li>• Ability to conduct training, communicate at panel discussions, and make professional presentations</li> <li>• Proficient in analyzing data, reaching conclusions, and making relevant recommendations</li> <li>• Ability and desire to think creatively and offer solutions that generate value for the Credit Union and its membership</li> <li>• Excellent verbal presentation and written communication skills are required including the ability to deliver presentations to senior and executive management</li> <li>• Ability to maintain confidentiality of sensitive and proprietary information</li> </ul> <p>Individual must meet satisfactory background check to include credit history, criminal history and verification of employment. Please complete online application @ <a href="http://www.acuonline.org/careers">www.acuonline.org/careers</a> ACU is a proud equal opportunity employer</p>
<b>Education</b>	<ul style="list-style-type: none"> <li>• Bachelor's degree in Business, Organizational Development, Marketing, Management, or related field</li> </ul>
<b>Additional Comments</b>	
<b>Credit Union</b>	Associated Credit Union
<b>State</b>	Georgia
<b>Contact Name</b>	Karen Pennington
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**Phone** 770-368-2105

**Fax**

**Expiration Date** 05/14/2021