

Job Title	Member Experience Solutions Specialist
Short Description	<p>The Member Experience Solutions Specialist will be responsible for developing and improving the member experience for employees and ACU members. This person will work with business leaders to identify key learning opportunities, and will also proactively identify organizational gaps to providing exceptional member experience. This role is multi-faceted, requiring the successful individual to operate along multiple dimensions, including: (1) ongoing member experience hard and soft skill training for frontline and back-office employees and special learning events; (2) improving defined productivity metrics; and (3) leading awareness and adoption of key skills and behaviors. This individual guides stakeholders towards providing superior member experiences across multiple channels (i.e. in-person, phone, digital, etc.).</p>
Full Description	<p>Position Description</p> <p>Department: Member Experience Reports to: AVP, Member Experience</p> <p>Position Purpose</p> <p>The primary purpose of this position is to assist Associated Credit Union in living out its Mission: To offer members financial products that fulfill their needs, service that exceeds their expectations, and relationships that inspire their trust.</p> <p>The Member Experience Solutions Specialist will be responsible for developing and improving the member experience for employees and ACU members. This person will work with business leaders to identify key learning opportunities, and will also proactively identify organizational gaps to providing exceptional member experience. This role is multi-faceted, requiring the successful individual to operate along multiple dimensions, including: (1) ongoing member experience hard and soft skill training for frontline and back-office employees and special learning events; (2) improving defined productivity metrics; and (3) leading awareness and adoption of key skills and behaviors. This individual guides stakeholders towards providing superior member experiences across multiple channels (i.e. in-person, phone, digital, etc.).</p> <p>Essential Functions & Core Duties</p> <ul style="list-style-type: none">• Design, facilitate, and maintain new and recurrent Member Experience developmental programs in support of all departments.• Identify, develop, and implement new ideas and concepts including specialized coaching and development plans to meet the needs of each individual with the goals of enhancing sales and service performance in key areas.• Use appropriate quantitative (Business Intelligence) and qualitative data (branch/department visits) to analyze performance at an individual, branch/department, regional, and market levels to determine and develop strategies to overcome performance gaps in the following areas of concentration: account generation, loan

production, and service standards.

- Evaluate and monitor all aspects of the new and existing employee Member Experience performance in conjunction with departmental and organizational objectives.
- Establish and maintain Member Experience development certifications as assigned.
- Travel throughout the retail branch network and all departments to coach and support managers and their teams with the Member Experience process.
- Maintain open lines of communication with key stakeholders for the purpose of interdepartmental collaboration.
- Devise and execute employee recognition events.
- Complete special projects as assigned.

Qualifications

Education: Bachelor's Degree in business, organizational development, marketing, management, or related field.

Experience: At least three years of related experience in a financial institution, with a minimum of two years of supervisory experience. Demonstrated experience in coaching and performance. Experience facilitating instruction-led and web based workshops.

Core Competencies:

- Strong interpersonal, leadership, and supervisory skills.
- Strong analytical, research, and problem solving skills.
- Strong organizational skills, ability to multi-task and work in a deadline-driven environment.
- Ability to establish and maintain strong effective working relationships with assigned stakeholders.
- Self-driven, ability to excel with limited supervision, proactive and flexible.
- Proficient in computer skills with MS Office (Word, Excel, Outlook) and Adobe PDF knowledge. Able to easily learn other software needed for the position.
- Ability to apply logical and critical thinking to define problems, collect data, establish facts, and draw conclusions.
- Ability to conduct training, communicate at panel discussions, and make professional presentations.

General Operational Requirements:

- Thorough knowledge of credit union services and products.
- Understanding of related legal and regulatory requirements.
- Familiarity with Branch functions, policies, and procedures.
- Must be willing to travel to Atlanta-Augusta area branches.
- Must be available for early morning/late evening training sessions throughout ACU.

Performance Metrics

- Branch / department visits
 - o Are summarized and reports are completed and saved to the appropriate shared drive file folder weekly.
 - o Critical items identified during an event are communicated to the

- o appropriate person on the same day with an email or a phone call with a follow-up email.
- o Summary of visit sent via email to the Branch Manager or Lead.
 - Monthly reporting
- o An email comparing goals to actual results will be completed by the 5th work day of the month.
- o A summary of comments, compliments, and complaints for each branch will be completed.
- o A summary of notable activities for the month by branch.

This job description is not intended to provide an all-inclusive listing of related job activities. Management may request the incumbent to perform other related activities in place of or in addition to those representative activities noted in this job description.

Created: 9/30/2019

Education	High school diploma
Additional Comments	Please complete an online employment application @ www.acuonline.org/careers
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