

<b>Job Title</b>	AVP Member Experience Center
<b>Short Description</b>	The Assistant Vice President Member Experience Center will be responsible for the daily operations of the Call Center, which includes both the inbound and outbound call groups. Responsible for meeting sales and service level goals. Must have at least 3 to 5 years in a similar role.
<b>Full Description</b>	<p>The Assistant Vice President Member Experience Center will be responsible for the daily operations of the Call Center, which includes both the inbound and outbound call groups. Responsible for meeting sales and service level goals. Reviews of department policies and procedures in order to promote workforce, service, and operational excellence.</p> <p><b>Major Duties and Responsibilities</b>  Responsible for meeting department's service and sales goals. Facilitates process improvement meetings. Utilizes process improvement tools to identify and eliminate friction points. Responsible for the performance of the Call Center which includes the member experience, loan and account service requests via telephone and online delivery channels.</p> <p>Manage direct reports to maximize productivity, efficiency, and the potential of the human assets of the company, including: hiring, directing job assignments, monitoring staff performance, coaching, counseling, training, assuring compliance with regulatory requirements and organizational mission, values, policies and work rules. Appraise performance and provide recommendations for staff compensation, promotion, and termination, as appropriate.</p> <p>Manages the daily operations of the Call Center. Runs reports as needed, uses data to make recommendations for improved processes. Uses problem solving abilities to create solutions for our members and the organization. Ensures cross-sales opportunities are maximized. Reviews calls and coaches to performance.</p> <p>Tracks and reports statistical trends and recommends and implements ways to improve productivity and service levels.</p> <p>Prepares and manages the planning and accounting budget for the department. Prepares reports for management as required.</p> <p>Ensures that internal control procedures are followed. Manages other projects and duties as assigned. Must comply with all company policies and procedures, applicable laws and regulations, including but not limited to, the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control.</p> <p>Must have at least 3-5 years of previous Call Center Management experience as an Assistant Vice President or higher.</p>

<b>Education</b>	Education/Certifications/Licenses A college degree.
<b>Additional Comments</b>	<p>Interpersonal Skills Ability to supervise, monitor and evaluate the work of others.</p> <p>Other Skills Requires clear and professional communication in writing, in person, and on the telephone.</p> <p>ADA Requirements</p> <p>Physical Requirements Perform primarily sedentary work with limited physical exertion and occasional lifting of up to 10 lbs. Must be capable of climbing / descending stairs in emergency situation. Must be able to operate routine office equipment including telephone, copier, facsimile, and calculator. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must be able to work extended hours whenever required or requested by management. Must be capable of regular, reliable and timely attendance.</p> <p>Working Conditions Must be able to routinely perform work indoors in climate-controlled shared work area with minimal noise.</p> <p>Mental and/or Emotional Requirements Must be able to perform job functions independently or with limited supervision and work effectively either on own or as part of a team. Must be able to read and carry out various written instructions and follow oral instructions. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines / requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters.</p> <p>Community First Credit Union is an Equal Opportunity Employer</p>
<b>Credit Union</b>	Community First Credit Union
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<b>Expiration Date</b>	08/31/2023