

Job Title Customer Experience Assistant Manager

Short Description

We are seeking an Assistant Manager for our Customer Experience team. This position is a remote position with the option to work from your home or in the office. The ideal candidate would live near Jacksonville, Florida.

The Assistant Manager's key responsibilities include providing supervision to two team members, as well as acting as the point person for digital customer experiences and technical solutions, enterprise-wide projects, and assisting with customer inquiries by researching and resolving customer questions and concerns. This position will also provide back-up support to the AVP, Member Experience.

Full Description

We are seeking an Assistant Manager for our Customer Experience team. This position is a remote position with the option to work from your home or in the office. The ideal candidate would live near Jacksonville, Florida.

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Desired Qualifications:

- Bachelor's degree or equivalent relevant experience
- Five years of experience in customer service, payment processing, product support and/or operations
- Prior supervisory experience
- Previous experience working in a phone contact center
- Experience working with self-service tools (e.g., live chat and knowledge base)
- Experience with logging tickets and cases in a system
- Strong verbal and written communication skills, including grammar
- Strong problem solving, analytical, organizational, detail, time management, and follow up skills
- Professionalism when interacting with customers

About Corporate One:

We are a leading wholesale financial services provider to more than 700 of America's credit unions. As a trusted and highly respected investment, funding, and payment solutions partner to credit unions for more than 70 years, Corporate One has developed innovative solutions for credit unions throughout our history. We, along with our subsidiary companies (CUSOs), Lucro Commercial Solutions, Accolade Investment Advisory and Sherpa Technologies are committed to our member credit unions and their mission to help their communities thrive.

Why Should You Apply?

Employment with Corporate One includes being part of a

collaborative environment where every individual is part of a team, making a difference to credit unions and the communities they serve. We are dedicated to improving the financial lives of others. You'll enjoy a friendly and casual work environment where personal autonomy, self-initiative, innovative thinking, and continuous learning are highly valued. We are proud to have an average tenure of 10 years!

We are proud to offer:

- **Organizational Strengths:** Corporate One Federal Credit Union is one of the nation's largest and most progressive corporate credit unions with more than \$5.9 billion in assets and an average staff tenure of 10+ years.
- **Competitive Compensation & Benefits:** Corporate One offers competitive compensation, a generous 401(k) matching contribution, and quality health and ancillary benefits.
- **Work Life Balance:** Generous PTO (Paid Time Off) starting with 4 weeks/year and 11 paid holidays.
- **Learning and Development:** We provide a full library of online training as well as group and individual training, and coaching, all focused toward helping you grow and be successful.
- **Additional Benefits Too Cool to Not Mention:** Ongoing special events throughout the year, flexible dress code, computer set up provided, tuition reimbursement, wellness program, gym membership reimbursement and more!

Corporate One Federal Credit Union is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, or veteran status.

As the financial landscape continues to evolve, so do we. That is why it is an exciting time to join our team! Please visit our website to learn more at www.corporateone.coop.

Education	Bachelor's Degree or equivalent relevant experience
Additional Comments	
Credit Union	Corporate One Federal Credit Union
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Expiration Date	08/15/2022