

**Job Title**

Member Relations Manager, Branch Services - SFFCU Miami

**Short Description**

We are seeking a highly motivated and member-centric individual who is bilingual in English and Spanish to join our team as a Member Relations Manager, Branch Services at our Miami Branch. The ideal candidate will be responsible for leading and managing the branch operations, ensuring exceptional member service, and creating a positive and engaging environment for our members and staff. As a Member Relations Manager, you will play a vital role in driving branch growth, improving member satisfaction, and meeting organizational goals.

**Full Description**

Responsibilities:

1. Oversee all branch operations and ensure efficient and effective delivery of products and services to members.
2. Develop and implement strategies to drive branch growth, improve member relations, and achieve sales targets.
3. Provide leadership and guidance to branch staff, fostering a positive and high-performing work environment.
4. Recruit, train, and develop branch staff to enhance their skills and performance.
5. Establish and maintain strong relationships with members, addressing their concerns and providing timely and accurate resolutions.
6. Act as a member advocate, ensuring the highest level of service and member satisfaction.
7. Monitor branch performance, analyze data, and generate reports to measure key performance indicators.
8. Collaborate with other departments to develop and execute marketing and promotional campaigns to attract new members.
9. Stay abreast of industry trends, best practices, and regulatory changes to ensure compliance and provide appropriate guidance to staff and members.
10. Ensure all branch operations adhere to established policies, procedures, and compliance guidelines.
11. Embrace and promote the credit union's values, mission, and vision at all times.

Qualifications:

1. Bachelor's degree in business, finance, or a related field is preferred.
2. Minimum of 5 years of experience in branch operations, preferably in financial services.
3. Strong leadership skills, with the ability to effectively manage and motivate a team.
4. Excellent communication and interpersonal skills, with a customer-centric approach.
5. Proven track record of achieving sales targets and driving branch growth.
6. In-depth knowledge of financial products, services, and regulatory compliance.
7. Ability to analyze data, identify trends, and make data-

driven decisions.

8. Proficient in MS Office Suite and banking software applications.

9. Highly organized, detail-oriented, and able to manage multiple priorities effectively.

10. Demonstrated ability to solve problems, make sound decisions, and exercise good judgment.

<b>Education</b>	Bachelor's degree in business, finance, or a related field is preferred.
<b>Additional Comments</b>	Bilingual in English and Spanish is required.
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