

**Job Title** Member Engagement Center Service Team Lead

**Short Description** Jax Federal Credit Union is seeking a Member Engagement Center Service Team Lead to be part of a full service member engagement center, serving as the primary resource for service-related inquiries from the associates. Be the primary resource for service team with escalated questions to assist members. Duties also include monitoring calls to assure calls are handled and timely to reduce the abandonment rate and increase the in-service levels. Coach other associates on service excellence to ensure team meets or exceeds service expectations and needs-based referrals goals. Motivates and inspires team members to be their best, meet standards of excellence and their goals. Also serves as a Member Engagement Center (MEC) Representative when needed, which will include taking overflow calls. Monitor daily reports to assure our contact MEC is compliant and accurate. Monitor Digital channels including Digital Banking, Bill Pay as well as member delivery channels such as chat, messaging. Assisting with daily operations as needed.

**Full Description** Jax Federal Credit Union is seeking a Member Engagement Center Service Team Lead to be part of a full service member engagement center, serving as the primary resource for service-related inquiries from the associates. Be the primary resource for service team with escalated questions to assist members. Duties also include monitoring calls to assure calls are handled and timely to reduce the abandonment rate and increase the in-service levels. Coach other associates on service excellence to ensure team meets or exceeds service expectations and needs-based referrals goals. Motivates and inspires team members to be their best, meet standards of excellence and their goals. Also serves as a Member Engagement Center (MEC) Representative when needed, which will include taking overflow calls. Monitor daily reports to assure our contact MEC is compliant and accurate. Monitor Digital channels including Digital Banking, Bill Pay as well as member delivery channels such as chat, messaging. Assisting with daily operations as needed.

Location: Corporate Office, 562 Park Street, Jacksonville, FL 32204

Status: Full-time (approximately 40 hours per week)

**Major Duties and Responsibilities**

- Assist with the day-to-day operations of the service area in the Member Engagement Center and Digital Operations. Provides on the job coaching and development of the Member Engagement Center Service Team. Stays up to date on all marketing campaigns and new products and services. Oversees regular huddles to keep MEC service team informed.

- Performs problem resolution, handles overflow and escalated calls for service and the side of the MEC. Serves a member advocate to research in depth issues and provide top notch service to members requiring additional assistance with complex matters (ex: wire transfers).

- Prepares daily communications and serves as subject matter expert for the service agents. Contributes and provides performance observations for associate evaluations and participates in the performance evaluation discussion with the Manager Member Engagement Center. Ensures daily operations in the MEC comply with established JAXFCU policies and procedures.

- Assure that call metrics are maintained by monitoring incoming calls daily. Monitor incoming member engagements such as calls, messaging and chats and act as a chat agent.

- Performs other duties and projects as assigned.

## Knowledge and Skills

### Experience

Two to Five years of Call/Contact Center and/or customer service-related experience in a financial services or other sales/service industry.

### Education/Certifications/Licenses

High school diploma or equivalent. A two-year college degree or (2) Completion of a specialized course of study at a business or trade school preferred.

### Interpersonal Skills

A significant level of trust and diplomacy is required, in addition to normal courtesy and tact. Work involves extensive personal contact with others and/or is usually of a personal or sensitive nature. Work may involve motivating or influencing others. Outside contacts become important and fostering sound relationships with other entities (companies and/or individuals) becomes necessary.

### Other Skills

- PC Skill Level: Intermediate to advanced knowledge and proficiency with MS Office Suite.
- Telephone Etiquette: Good listening and strong consultative sales skills.
- Accuracy: Strong attention to detail. Ability to make sound decisions with minimum information.

## ADA Requirements

### Physical Requirements

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk and reach with hands and arms. The employee must be able to work for long periods of time at one workstation while processing and receiving information through a phone queue. Associate must be able to wear a one or two ear piece headset. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include

close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

#### Working Conditions

The noise level in the work environment is usually moderate to high.

#### 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.

#### Acknowledgment

Nothing in the position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This Job description is not a contract and should not be constructed as a guarantee of employment for any period of time.

We are an Equal Opportunity Employer and do not discriminate against employees or applicants based on race color, religion, sex/gender, national origin, disability, age, or any other category protected by law.

<b>Education</b>	High school diploma or equivalent. A two-year college degree or (2) Completion of a specialized course of study at a business or trade school preferred.
<b>Additional Comments</b>	Apply online by visiting <a href="https://www.jaxfcu.org/careers/">https://www.jaxfcu.org/careers/</a>
<b>Credit Union</b>	Jax Federal Credit Union
<b>State</b>	Florida
<b>Contact Name</b>	Amee Haga
<b>Email</b>	ahaga@jaxfcu.org
<b>Phone</b>	904-475-8023
<b>Fax</b>	904-350-9356
<b>Expiration Date</b>	07/31/2022