

Job Title Member Services Director

Short Description The primary role of a Member Services Director at MidSouth Community FCU is to assist the VP of Member Services in ensuring efficient operations of all branches and the call center. In this role, you will assist member service departments as needed, with the goal of ensuring the highest quality member service experience. By providing world-class service and leading by example, you would assist members in all areas of the branch, as needed.

Full Description MidSouth Community Federal Credit Union is seeking to find a self-motivated and inspirational leader who has a desire to serve others and a willingness to make a difference.

Who Are We?

As the oldest locally-owned financial institution in Middle Georgia, MidSouth Community Federal Credit Union focuses on its members each day -- both external and internal. All team members recognize the importance of Helping People Afford Life, and it is at the heart of what we do.

A Day in the Life as a Member Services Director

The primary role of a Member Services Director at MidSouth Community FCU is to assist the VP of Member Services in ensuring efficient operations of all branches and the call center. In this role, you will assist member service departments as needed, with the goal of ensuring the highest quality member service experience. By providing world-class service and leading by example, you would assist members in all areas of the branch, as needed.

As a Member Services Director, you will review and create branch procedures., answer calls from the branch and call center staff, and facilitate the resolution of problems with member accounts and services. You will supervise Member Service Specialist employees, who serve within the branches in leadership roles and in various capacities. Maintaining open communication with senior management and attending scheduled meetings in an effort to share information is also critical to success in this role.

What Are We Looking For?

If you have worked in a financial institution in a customer/member-facing role that requires leadership ability, a high level of accuracy, and attention to detail, this position may be perfect for you!

In an ever-changing world of banking, we are looking for someone adaptable to change and willing to see a task through from beginning to end. Additionally, we are looking for a person who is able to effectively balance priorities, while maintaining a level of high professionalism and courtesy to all members.

Experience: Five to ten years of similar or related experience

Education: (1) A four-year college degree or (2) Ten years of Credit Union experience with leadership experience is preferred

Interpersonal Skills: Motivating or influencing others is a material part of the job. Ability to establish and maintain productive relationships with contacts both inside the credit union and outside vendors is vitally important. This role requires a significant level of trust or diplomacy. Excellent communication skills are necessary to be successful in this role.

How is the Work Schedule?

The Member Services Director position is a full-time role, typically working 40 hours weekly.

Are You Ready to Join Our Team?

Our recruiting cycle includes reviewing all applications, conducting phone interviews, and conducting face-to-face interviews. Once we review your application and resume, you will be contacted by phone if you are selected to move forward in our hiring process.

We will reach out to every applicant once the position is filled to inform you of the status of the position.

Note: This position has been posted for both internal and external applicants - meaning that current employees are eligible for this opportunity as well. If this position is filled internally, all external applicants will be notified, stating that fact.

Education

(1) A four-year college degree or (2) Ten years of Credit Union experience with leadership experience is preferred

Additional Comments

This position description is not all-inclusive. The person hired for this role will be required to perform other duties as deemed necessary.

All external employment offers are subject to the satisfactory completion of reference, credit, drug, alcohol, and background checks. To apply, visit: <https://midsouthfcu.applicantpro.com/jobs/>

Credit Union

MidSouth Community Federal Credit Union

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