



AVP Member Services

Department:	Member Services
Reports To:	VP/Chief Member Service Officer
Classification:	Exempt
Pay:	Min. \$98,538.35 – Mid. \$123,172.94 - Max. \$147,807.52
Type:	Full-Time
Location:	Glendora, CA

Description:

Responsible for executing the strategies and tactics as outlined in the corporate priorities and strategic initiatives. This includes establishing a consultative sales and service culture, identifying, and cultivating leadership talent, and engagement as well as ensuring the ACCU brand is well recognized. Oversee overall operations in retail branch, call center, and back-office departments and drive strategic initiatives in assigned areas. This individual will report directly to the VP/Chief Member Services Officer.

Major Duties and Responsibilities:

- Manage, motivate and develop branch and assistant branch managers.
- Accountable for premium member services and working collaboratively to ensure goals are met.
- Lead & influence the team in meeting goals and ensures team members cross-sale products and services to members.
- Advance products per member.
- Create, or assist in the creation of, policies and procedures for the member service function. Ensure that policies and procedures reflect external rules and regulations and are communicated to, and implemented by, all staff.
- Hold periodic staff meetings. Identify areas for improvement, changes in procedures, new developments, or changes in services or products. Keep staff up to date on trends and general credit union information.
- Participates in projects and may be the lead as assigned by VP/Chief Member Services Officer.
- Seeks out efficiencies and process improvements within the scope of duties. This includes improving membership on-boarding experience.

- Handle more complex situations that exceed the scope of other service center personnel and resolve those situations that arise from dealing with a wide variety of member issues.
- Engage with the local community including Azusa and Glendora Chamber of Commerce.
- Attend conferences to generate consumer memberships.
- Participates with all areas of the Credit Union management to ensure enterprise goals and objectives are met.
- Completes any other job-related duties needed to help drive to our Vision, fulfill our Purpose, and abide by our Organization's Values.
- Serves in multiple temporary assignments to provide coverage for Branch Managers, Call Center Manager, and Back Office Operations as necessary to ensure the smooth running of daily operations.

Expectations:

- Presents a professional image in both dress and manner while representing the Credit Union at either the Credit Union office or at community events.
- Communicates with members and staff in a professional and articulate manner in both verbal and written forms.
- Maintains a comprehensive understanding of the features and benefits of all Credit Union products and services in order to offer the most appropriate products to members. Keeps abreast of marketing promotions and educates members on new Credit Union benefits and offerings.
- Maintains up-to-date knowledge of the policies, procedures, rules and regulations that govern the Credit Union operations.
- Ensures compliance with all Credit Union member service standards.
- Performs all member related functions and activities in accordance with superior member service.
- Exercise sound business judgement.

Qualifications and Educational Requirements:

- Minimum eight (8) years of financial institution experience and six (6) years of management experience, directing others
- Bachelor's Degree or equivalent related work experience.
- Strong supervisory and leadership skills to manage, motivate, and develop department managers.
- Ideal Candidate will have thorough knowledge and understanding of federal, state and NCUA regulations.
- Subject matter expert on member service procedures/policies.
- Understanding of the business needs of financial institutions, credit unions area-wide operations, development, and execution of strategic initiatives.
- Business background with mentor-level skills and experience in leadership.
- Must be sensitive to credit union needs, member and employee goodwill and public image when unique situations present themselves.
- Advanced knowledge of PCs, Microsoft applications and various office automation software. Prior experience with credit union specific applications such as DNA, PSCU, Star, and Co-Op preferred.

- Strong communication, both written and verbal, analytical and methodical in their approach to problem solving, and decision-making skills.
- Detail oriented, strong organizational skills, and high degree of accuracy and eye for detail. Ability to perform general ledger account reconciliations.
- The ability to make sound decisions by providing on-the-spot resolutions regarding member transactions, weighing member satisfaction issues with the credit union's exposure to loss or fraud, and the ability to think through and rationalize decisions.

Pay Scale:

Our pay ranges are built to allow for candidates with various levels of skills and experience to be considered, as well as to allow room for growth and tenure achieved in this role over time. Typically, new-hire salary offers fall within the minimum to midpoint of a pay range for many candidates. Any offer extended to a candidate will be based upon their unique set of knowledge, skills, education, and experience, as well as internal equity.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel classification. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

ADA Compliance Statement:

In compliance with the Americans with Disabilities Act (ADA), ACCU stands ready to accommodate any qualified employee with a disability who can perform the essential duties of their position, as long as necessary accommodations for that employee's disability don't cause an undue burden to the credit union.

To apply, please visit: AmericasChristianCU.com/Apply