



Contact Center Manager

Department:	Contact Center
Reports To:	AVP Member Services
Classification:	Exempt, G11
Pay:	\$70,304.00(min) - \$87,502.97 (mid. - \$105,003.56 (max)
Type:	Full-Time
Location:	Glendora, CA

Purpose:

The Contact Center Manager is responsible for leading the Credit Union's contact center operations and ensuring delivery of an exceptional, efficient and consistent member experience across channels (Including phone, chat, email and other service channels)) member services to ensure high-quality, compliant and efficient operations. Key duties include leading, coaching, and developing a high-performing team, resolving escalated member issues, analyzing performance metrics to meet goals, and implementing procedures that enhance member experience and support financial product services.

Major Duties and Responsibilities:

- Directs day-to-day operations to ensure high service standards for member interactions, often monitoring metrics like average wait times and call volume.
- Analyzes performance data to improve efficiency and develop strategies to achieve department and organizational goals.
- Establish clear performance expectations and hold team members accountable for achieving individual and department objectives.
- Implements, updates, and enforces operating policies and procedures.
- Manages escalated member issues, providing overrides, and approving transactions while maintaining confidentiality.
- Identifies process improvement opportunities and works with leadership to create positive changes that reduce member friction and contribute to delivering exceptional member service experiences.
- Ensure consistent, high quality, and courteous service to build strong, lasting member relationships.
- Recruits, hires, trains, and onboards new team members.
- Coaches, mentors, and conduct performance evaluations for contact center team members, providing ongoing feedback and continual development.
- Maintain knowledge of products, services and technology to support team members.
- Performs other job-related duties as assigned.

Expectations:

- Adhere to the principles and requirements of all applicable laws and regulations relating to your

position and your ACCU employment, including but not limited to the Bank Secrecy Act (BSA), the anti-terrorism procedures of the Office of Foreign Asset Control (OFAC), and the Anti-Money Laundering (AML) provisions of the USA Patriot Act.

Essential Functions:

- Ability to perform duties as outlined under “Major Duties and Responsibilities.”
- Ability to communicate clearly and to be understood.
- Ability to sit at a desk for long periods.
- Ability to deal with sensitive and confidential information.
- Courtesy, tact, and diplomacy are essential elements of the job.
- Work involves much personal contact with others inside and/or outside the organization for purposes of giving or obtaining information, building relationships, or soliciting cooperation.

Qualifications and Educational Requirements:

- High school education or equivalent.
- Typically requires 3-5 years of experience in a financial institution Contact Center.
- Proven track record of achieving high levels of customer satisfaction.
- Excellent customer service skills and ability to resolve complex issues.
- Strong leadership, communication, problem-solving and analytical skills.
- Proficiency in Microsoft Office (Word, Outlook, Teams) and familiarity with CRM.

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.

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.

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.

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