Member Services Back-Office Supervisor
Member Services Back-Office Department

Job Description

Full-time/Exempt position

Reports to the Director of Member Experience

Location: Ashburn, VA (with possible relocation to HQs in DC)

Objective

The Member Services Back-Office Supervisor is responsible for leading the Member Services back-office operations team and optimizing their performance to drive membership acquisition and retention by providing strong customer service, efficient inquiry and request processing, as well as implementing solutions that support business plan objectives. The Member Services Back-Office Supervisor is a position for an individual who is interested in becoming the Member Services Back-Office Manager, but may not have proven experience with all the responsibilities below.

Key responsibilities include, but are not limited to:

Call Center Team

- Prepares Annual Call Center Plan to support Marketing Plan and Business Plan objectives specifically related to membership growth and member service satisfaction.
- Monitors productivity of customer service representatives and generates reports to achieve call center objectives.
- Monitors service calls to observe employee demeanor, technical accuracy, and conformity to company policies.
- Implements enhancements and new initiatives to improve call center performance.
- Staffs call center properly based on business plan projects or membership growth which could increase volume of calls.

Wire Operation Team

- Supervises wire operation to successfully process all outgoing wires and incoming wires/ACH in a timely manner.
- Escalates issues related to delays caused by OFAC screening and intermediary banks.
- Prepares monthly reports that provide information on the efficiency of wire operations staff.
- Identifies potential areas of improvement in the wire process.
- Provides cross functioning training to have backups across Member Services back-office team.

Member Services Back-Office Procedures

- Monitors overdrawn accounts to bring them back in good standing by reviewing the negative balance report, sending overdraft notices, and processing returns as needed.
- Supervises back-office Member Services Officer to ensure that daily Member Services back office procedures are processed in a timely manner.
- Monitors the inbox designated for member inquiries and requests to ensure that a Member Services Officer is replying in a timely and professional manner.
- Ensures that quarterly projects assigned to the Member Services Officer are executed accurately and efficiently.
Manager Responsibilities

- Keeps up with IDB-IIC FCU’s product offerings, campaigns, events, procedures, and policies.
- Provides training as needed so staff is informed on the benefits and features of IDB-IIC FCU products and services and communicates current marketing promotions and events.
- Determines work procedures, prepares work schedules, and expedites workflow.
- Studies and standardizes procedures to improve efficiency of member services support staff.
- Maintains harmony among workers and resolves grievances.
- Provides ongoing training to keep performance at desired levels.
- Performs employee evaluations.
- Requests any supplies and equipment needed by the back-office operations team to perform their job.
- Makes decisions on situations where members request exceptions.
- Takes over phone calls and member email requests that are delicate or have been escalated by an agent or a member service representative.
- Acts as a back-up of any position when needed.

Requirements:

- Some college education or a Bachelor’s degree (B.S.) in a Business Administration related field preferred.
- Effective data entry skills and proficiency in Microsoft Office, proficient in Excel, and experience designing reports.
- Minimum 1-2 years of experience working/supervising a call center and handling call center software and/or Member Services operations department.
- Working knowledge of Credit Union’s products and services, policies, and procedures.
- Proven experience training adults in a professional environment.
- Ability to maintain confidentiality regarding Credit Union records and data. Strong organizational, communicative, and problem-solving skills.
- Excellent writing and editing skills.
- Superior attention to detail.
- Ability to multitask and thrive in a high-paced, high-pressure environment.
- Thinks critically and presents ideas effectively.
- Is professional, proactive and team-oriented.
- Ability to read, write, and speak Spanish and English.
- Excellent communication and writing skills in both languages.