



www.MEMBERS1st.com • (800) 245-6199

## **Director of Remote Sales and Service**

MEMBERS1<sup>st</sup> Community Credit Union is seeking a Director of Remote Sales and Service to manage and supervise a remote delivery branch for the credit union. This new position will be responsible for setting up all aspects of remote delivery systems including selecting vendors and equipment, selecting staff, and developing procedures for the remote branch.

The remote branch will be the first point of phone, chat, SMS text, online and messenger contact for members. The Director will ensure that members receive prompt, accurate, efficient, and high-quality service over multiple contact channels.

The Director will be responsible for planning, coordination, and direction of the contact center, including incoming communication and outgoing calling. Together with Director of Retail Sales and Service, this individual will oversee the development and monitoring of performance and productivity standards. The Director will monitor call reports and analyze employee efficiency, response time, accuracy, new business, and member satisfaction.

The Director of Remote Sales and Service will be responsible for hiring and maintaining a well-trained, highly motivated staff. Mentoring and coaching of remote delivery staff and assuring that they are cross trained for maximum department effectiveness will be a key function of this position.

The Director will work closely with the VP of Growth and Member Experience to help develop goals, budgets, and operational direction for remote delivery operations which is consistent and complementary to those of retail delivery area.

Experience with call center technology is required to assure that the Remote Delivery Team is adequately equipped with up-to-date hardware and software solutions. This individual will also be a key part of ensuring the safety and security of members, data, and staff including adherence to all cybersecurity and internal control procedures.

To qualify for consideration of this position, three years or more experience managing a call center, preferably in a financial institution, is required. The preferred candidate will have strong technology skills and the ability to communicate about technology to employees and members.

If you are interested in leading this important member contact area of MEMBERS1<sup>st</sup> Community Credit Union, send a cover letter, resume and salary requirements to [hr@members1st.com](mailto:hr@members1st.com).