

Remote Sales and Service Manager

MEMBERS1st is seeking a Remote Sales and Service Manager.

The Remote Sales and Service Manager will direct all aspects of remote delivery including voice, internet, text, video, and chat delivery to ensure growth of sales, consistently engaging (outstanding) member service quality, effective and efficient operations consistent with those of the Retail Delivery Services, an engaged well-trained staff, and compliance with policy, procedure, and regulations. Builds effective, cohesive remote delivery team bent on achieving retail goals. Duties will include:

- Responsible for planning, coordination, and direction of the contact center, including incoming communication and outgoing calling, and/or automated/predictive/call-back solutions.
- Together with Director of Retail Sales and Service, oversees the development and monitoring of performance and productivity standards.
- Monitors call reports and analyzes employee efficiency, response time, accuracy, new business, and member satisfaction.
- Provides mentoring and coaching to support and develop remote delivery staff. Assures cross-training for maximum department effectiveness.
- Communicates goals and direction to the Remote Delivery Team to ensure clear understanding of expectations, productivity targets, corporate strategies, rules, regulations, policies, and procedures.
- Hires Remote Delivery teammates to ensure staffing reflects the branding of MEMBERS1st.
- Maintain a well-trained, highly-motivated staff.
- Together with the Director of Retail Sales and Service, develops and/or assists in the development of training for service delivery personnel including but not limited to service delivery, sales, product knowledge, policies and procedures, and governmental rules and regulations.
- Fosters independence and accountability with Remote Delivery Team including a focus on data-driven results.
- Assists Remote Delivery team in resolving complex member complaints.
- Responds to technical and operational questions or problems from remote delivery staff and makes appropriate referrals, recommendations, suggestions, etc.
- Assures that Remote Delivery Team is adequately equipped with up-to-date hardware and software solutions.
- Ensures the safety and security of members, data, and staff including adherence to all cybersecurity and internal control procedures.
- Works with other department heads to develop and maintain consistency in credit union policies and procedures, as well as effectively training staff regarding changes. Assures accountability for them for the remote delivery operations area.
- Works 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. Provides reports and analysis to supervisor on at least a monthly basis.
- Keeps abreast of changes in the industry and changing trends and react to changes in a way that maintains competitiveness.

The Remote Sales and Service Manager will report to the VP of Growth and Member Experience and office out of one of MEMBERS1st Community Credit Union's locations.

Cover letter, resume, and salary expectations may be submitted to kaylao@members1st.com.