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| **Position Title** | | **Division** |
| Contact Center Manager | | Retail Banking |
| **Reports To:** | **Department** | **Date** |
| **VP Contact Center** | Call Center | October 2020 |
| **Supervises** | **FLSA** | **Revised** |
| MSC, Senior MSC | Exempt |  |

**GENERAL SUMMARY**

Under general supervision, but following established policies and procedures, provides leadership and direction to daily Contact Center operations; supervises, trains and ensures that all contact center personnel deliver exceptional, value-added member experiences, aligned with the credit unions core values and mission statement; ensures that sales and service standards and goals are communicated, met and monitored; monitors member calls for quality assurance and team development; responds to questions and/or provides information from employees and members; processes requests/transaction as appropriate; assists members and potential members in understanding and utilizing credit union products and services .

**MAJOR RESPONSIBILITIES (***in descending order of importance and should be no more than 10, if possible***)**

1. Supervises and directs personnel to ensure a professional environment that is aligned with Navigant

service level standards.

1. Motivates and leads team by example to ensure best in class service is delivered in alignment with the credit union’s core values and mission statement.
2. Interviews, recommends for hire, schedules, delegates, establishes performance expectations, and recommends the necessary corrective action steps for subordinate staff.
3. Handles Performance Management including yearly appraisals.
4. Identifies and evaluates career development and training needs.
5. Maintains and establishes contact center policy and procedures.
6. Coaches and develops staff in area of sales. Plans and conducts sales meetings and creates, implements and monitors sales campaigns.
7. Ensures the adherence to departmental operational compliance and security procedures.
8. Works with outside vendors to ensure the phone system is operating correctly. Develops and recommends policies and procedures that comply with all applicable laws and regulations to improve the technology or delivery of services.
9. Performs all duties of a Senior Member Service Consultant and Member Service Consultant, as required.

**QUALIFICATIONS:**

***Education***

High school diploma or equivalent (GED) education required; BA/BS in Business, Finance or related field preferred; Equivalent experience may be substituted for a degree.

***Experience***/***Skills/Knowledge***:

1. Minimum 3-5 years contact center experience preferably in a credit union or financial institution. Previous lending, member/customer service and operations experience
2. Previous supervisory and/or leadership training experience
3. Excellent verbal, written, telephone and interpersonal communication skills
4. Excellent organizational, analytical and problem-solving skills.
5. Proven ability to cross sell products and services
6. Ability to conduct presentations and training programs.
7. Ability to handle multiple projects/priorities simultaneously with an effective outcome.
8. Ability to deal with highly confidential information. Must possess strong service orientation skills.
9. PC proficient, including Microsoft Office (Word, Excel, PowerPoint, Outlook) and the Internet.
10. Ability to function in a commercial office environment and utilize standard office equipment including but not limited to: fax, copier, telephone, etc. Some travel required. Ability to lift a minimum of 25lbs. e.g. file boxes

**GENERAL DESCRIPTION:**

***In terms of physical requirements, this position requires work best described as:***

 Sedentary  Light  Medium  Heavy  Very Heavy

**PHYSICAL TASKS:**

1. Standing/Walking/Bending/Stooping – Frequent
2. Sitting – Continuous
3. Hearing - Ability to receive information through oral communication (face to face and telephone) - Continuous
4. Talking - Expressing or exchanging ideas by means of the spoken word (face to face and telephone) – Continuous
5. Reading – Ability to receive information through fax, e-mail and text messages – Continuous

**AUDIO / VISUAL:**

1. Requires vision to perform work dealing with data and figures and computer screens – Continuous
2. Requires ability to prepare and execute presentations, training programs and seminars – Frequent (is this frequent or occasional?)

**PSYCHOLOGICAL/MENTAL DEMANDS:**

1. Responds positively and productively to stressful (internal and external) member situations - Continuous
2. Assists others to work harmoniously and effectively as part of a work team. – Continuous

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| **Employee’s Signature** |  | **Date** |  |
| **Manager’s Signature** |  | **Date** |  |
| **Human Resources’ Signature** |  | **Date** |  |