

# Member Support Center Branch Manager

Exempt | Salary (\$56,406-\$84,609)

## OVERVIEW

The Member Support Center (MSC) Branch Manager is responsible for managing daily operations of the Member Support Center. The MSC Branch Manager oversees in-person and fully remote staff to ensure delivery of extraordinary member service in a variety of mediums. MSC Branch Manager reports to the VP of Operations & Member Experience.

## DUTIES AND RESPONSIBILITIES

- 20%** Oversee department goals, including but not limited to new accounts, cross-selling, wait time, and abandon rate. Drive staff performance to ensure goals are met on an ongoing basis.
- 20%** Support a highly motivated, well-trained staff, ensuring positive employee relations through hiring, job assignments, coaching, counseling, and training as needed. Evaluate job performance of MSC staff to ensure quality of work and extraordinary member service.
- 20%** Monitor MSC activity, including but not limited to transaction volume, staff errors, and new accounts. Assist staff and members with complex account issues; serve as a back-up to staff for all mediums, including but not limited to phones, personal teller machines, online chat, and email.
- 15%** Track and support statistical trends; recommend possible improvements to productivity and service and implement approved suggestions. Monitor key products and services within the MSC to ensure profitable and sound call center practices and extraordinary member service.
- 15%** Apply and evaluate policies and procedures for the MSC. Ensure compliance with federal laws and regulations set forth by the National Credit Union Administration and other regulatory agencies.
- 5%** Schedule adequate staff to ensure efficient MSC operations. Monitor MSC operations to ensure a consistent, professional approach.
- 5%** Perform other duties as assigned.

Must comply with all company policies and procedures, applicable laws, and regulations, including but not limited to the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control.

## EDUCATION AND EXPERIENCE

### Experience

Three to five years of similar or related experience, including time spent in preparatory positions. Knowledge of various banking policies and procedures required. Call-center management preferred.

### Education

- High School degree or GED required
- Associates Degree or completion of a specialized certification or licensing preferred

### Skills

The MSC Branch Manager should possess a significant level of trust and diplomacy to include the following interpersonal skills:

- Communicate in-depth with members, staff, and third-party vendors
- Thoroughly explain account, fraud, and other Credit Union policies and procedures
- Review and maintain confidentiality for highly sensitive financial/personal information

Overall ability to motivate, influence, educate, and advise others on a variety of business-related concerns.

## ADA REQUIREMENTS

Individuals must perform primarily sedentary work with limited physical exertion and occasional lifting of up to 40 lbs. Must be capable of climbing and descending stairs in an emergency. Must operate standard office equipment including computer, conference room monitor, telephone, copier, facsimile, and calculator. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

## ACKNOWLEDGEMENT

This job description is not a contract and should not be presumed to guarantee employment. Infuze Credit Union is an Equal Opportunity Employer and does not discriminate against employees or applicants based on race, color, religion, gender, national origin, disability, age, or any other category protected by law.

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EMPLOYEE SIGNATURE

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DATE

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AUTHORIZED REPRESENTATIVE

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DATE