

Manager, Member Contact Centre

Location: Fort St. John

Closing date: Until filled

Contact Centre

The Contact Centre introduces a new delivery channel serving all North Peace Savings regions. Members will be able to connect with a highly skilled team for mobile, web and marketing support on a full range of products and services. This team will standardize and centralize sales renewals and service support across all North Peace Savings channels, enabling an improved member experience, increased product sales, and reduced administrative costs. This innovative and progressive group will pilot and explore new ways to deliver value to our members by implementing ideas sourced from operations or other shared service departments.

Summary

The primary purpose of this position is to assist North Peace Savings & Credit Union in living out our corporate Mission, ***“Helping our members succeed in life”*** and our Service Mission, ***“To build rewarding relationships through a superior service experience.”*** One of the primary means to achieve this end is to develop a highly effective team of employees and develop each employee to their highest potential through coaching and leadership. The Manager, Member Contact Centre is responsible for ensuring that outstanding service is delivered to both internal and external members.

Initially reporting to the Chief Information Officer the Manager, Member Contact Centre will be responsible for helping to achieve the business activities related to the transition into the Contact Centre service delivery model, focusing on process streamlining and standardization and implementation of technology to support an improved member experience. The Manager, Member Contact Centre will build and introduce a Universal Banker/Member Contact Centre Advisor role able to address all aspects of member financial needs and prepare training plans to support the organic growth of the role and the success of staff.

On an on-going basis, the Manager, Member Contact Centre is responsible for leading, coaching and developing a team of Universal Bankers/Member Contact Centre Advisors that are adequately trained and up to date with organization procedures and policies. This role is responsible for establishment and achievement of critical success factors, adherence to all risk management standards, and quality of service performance. The Manager, Member Contact Centre, ensures that sales and service team members are fully developed, highly knowledgeable and multi-faceted to effectively manage incoming and outgoing voice calls and electronic (mobile and web) communication channels. Responsible for managing and overseeing VOIP telephony Call Centre System.

It's your life. Build it here.

Key Responsibilities

- Ensure team delivers service to both internal and external members that aligns with the credit union's Service Promises.
 - I promise to be respectful in every interaction.
 - I promise to do it right the first time.
 - I promise to deliver more than expected.
 - I promise to keep it simple and easy.
 - I promise to provide innovative solutions.
 - I promise to create a positive and memorable experience.
 - I promise to significantly improve your financial life.
- Meets all established service goals as measured by the department.
- Fosters relationship building through service excellence and product knowledge.
- Demonstrate enthusiastic support of corporate mission, core values and long-term objectives.

Leadership

- Develop each employee to their highest potential by identifying their areas for improvement and appropriately coaching, training or correcting the employees' performance.
- Recognize employees who perform at a high level.
- Lead the development of all performance standards, sales targets, and quality monitoring tools.
- Reinforce best practices within the department which includes setting individual goals and objectives, and providing frequent feedback.
- Evaluate performance of assigned staff; identify learning needs and recommend training and development programs to maintain skill levels and to enhance staff growth so that employees are proficient in all phases of their respective jobs and responsibilities.
- Hold employees accountable for their performance, attitude and behavior.
- Meet with each employee monthly to review previous month's performance, set goals for upcoming month's performance and develop plans to improve employee's performance. Makes recommendations to Manager concerning appropriate actions to take, if necessary, and initiate performance improvement plans and disciplinary procedures as required.
- Assign, direct, coordinate and review work performed by staff ensuring all work assignments and projects are completed in an accurate and timely manner.
- Lead, direct, coach, mentor and train staff to ensure high quality performance and support engagement, growth and employee retention.
- Recruit and interview prospective employees and make selections in conjunction with the Chief Information Officer and Human Resources.
- Assists employees in mediating member situations and resolve complex problems and member complaints and inquiries as required to deliver timely and effective member experience to ensure the needs of members, staff and the Credit Union are met.

- Through effective communication and positive influence, supports and inspires a team culture, fostering and maintaining harmony and productive interdepartmental work relationships.
- Actively participate and engage in department and credit union meetings.
- Consistently model professionalism in manner, actions and presentation.
- Periodically evaluate roles and revise to ensure role descriptions support employee succession and learning and career advancement, while supporting superior member service.
- Keeps personnel abreast of new or revised information and industry changes.

Service Delivery and Operations

- Oversees the delivery of in-coming and out-going member service via phone and electronic communication channels (mobile and web).
- Maintains proficiency in all aspects of e-Services including, but not limited to, Online Banking, Live Chat and Online New Accounts, and conducts said activities as required to help the Member Contact Center meet its service and productivity goals.
- Responsible for managing and overseeing Voice over Internet Protocol (VOIP) telephony Call Centre System for the organization.
- Manages the overall operation of the Member Contact Center, ensuring compliance of employees within established security, sales, operations, regulatory compliance, audit, and recordkeeping policies, procedures and practices therein ensuring a high level of member service and operational quality in the credit union.
- Establishes critical success factors and ensures goals, objectives and strategies for the Member Contact Center are met.
- Provides technical support and guidance/coaches to the team regarding all operational aspects of the Credit Union, ensuring the service delivery is expedient, accurate, professional and courteous and meets service commitment levels.
- Uses excellent critical thinking, problem solving and organizational skills to structure workflow, schedules, and resource availability to maximize the ability to meet member needs
- Process weekly sales leads reports for submission to management.
- Approves transactions and authorizes fee reversals in accordance with established authority levels.
- Ensuring that confidentiality of member information is maintained.
- Remains up-to-date and knowledgeable on credit union products, services, and related policies, procedures, rules and regulations.
- Prepares Member Contact Center performance reports by collecting, analyzing and summarizing data and trends.
- Conduct periodic surveys of customers and potential customers to ensure quality control.
- Acts as escalation point for inbound call support for all locations across NPSCU ensuring escalations are responded to and closed in a timely manner.

Relationship Management

- Fosters a unified team environment between all branch/department personnel to ensure consistency and standardization of electronic service delivery throughout the organization.
- Work with other department leads to identify work processes that are appropriate to transition to the Contact Centre to build greater efficiency across the organization.
- Oversee and ensure conflict resolution between advisors, members and other employees.
- Address the executives and leaders about changes in certain processes.

Risk Management

- Responsible for the oversight of the Member Contact Center audit functions and completion of daily, monthly, quarterly and annual Member Contact Center management reports to ensure completeness, accuracy, and timeliness.
- Protects the credit union member assets by identifying all members when transacting business and giving information, adhering to security and privacy practices.
- Works closely with the CFRO to review process and procedural changes to ensure all associated risks are identified and managed.

Credit Underwriting

- Has a strong understanding of credit underwriting. Reviews and adjudicates mortgage renewals and line of credit applications ensuring they adhere to NPSCU's policies and procedures within assigned limits.
- Reviews deals outside of underwriters lending limits and make recommendations to the Personal Loans Adjudicator.

Change Management and Process Improvement

- Implementation of new working procedures in the operation process.
- Provides constant review and streamlining of processes and procedures to ensure the team is focused on delivering service excellence while meeting service and sales targets.
- Using appropriate change management techniques, performs the implementation and coordinating of new products/services or system upgrades.

Other Related Responsibilities

- Participate in continuous learning programs for self-development.
- Performs job duties within our bylaws, regulations, Board of Directors policies, established internal and external service standards and our work procedures.
- Maintain a high level of education with respect to Credit Union products, services and marketing programs and strategies
- Perform other duties as required, consistent with the goals, objectives, and responsibilities of the Member Contact Centre.
- Contribute to the team by taking on special department and interdepartmental projects as needed.

- Proactively participate in community events resulting in a positive image of the Credit Union and business development in the marketplace.
- Relieves for other positions or handles additional duties as required or assigned.

Education & Experience

- Post secondary diploma or certificate and 3 -5 years experience in a sales and supervisory capacity, with sales management coaching and lending underwriting and adjudication experience.
- 4-6 years experience in the operations of a credit union or financial institution.
- An equivalent combination of education and experience may also be considered.
- Banking system and Loans Origination System experience.
- Proficient with Word, Excel and other Microsoft Office application, as well as internet and web based applications.
- Experience with Contact Centre technology, including VOIP internet telephony and it features, including coaching tools, an asset.

Required Knowledge, Skills & Abilities

- Excellent communication, management, interpersonal and leadership skills to effectively interact with employees, members and the community.
- Passion for delivering a superior member experience.
- Proven ability to coach a diverse and geographically separated team.
- Proven sales leadership
- Ability to create a positive and productive work environment for individuals and teams.
- Advanced conflict resolution skills required.
- Demonstrate integrity, credibility, confidentiality and responsibility in all internal and external member interactions.
- Ability to speak effectively before groups of members or employees of organization.
- Strong interpersonal skills, excellent phone and e-mail etiquette, a professional presentation, and a high degree of personal initiative.
- Work well under pressure.
- Sound judgement to make informed, objective decisions, using strong problem solving skills and solutions-focused approach.
- Excellent organization and time management abilities.
- Effective and transparent decision-making, planning and organizing abilities.
- Commitment to the Credit Union system and our Mission Statement.

This role description is only a summary of the typical functions of the role, not an exhaustive or comprehensive list of all possible role responsibilities, tasks, and duties. The role description duties maybe added, removed or changed from time to time.

If interested please submit cover letter and resume in confidence to:
Olivia Young, Human Resources Manager
North Peace Savings and Credit Union

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Fax: 250-787-9191 or E-mail: careers@npscu.ca

*North Peace Savings thanks all applicants for their interest;
however, only those selected for an interview will be contacted*

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