



JOB DESCRIPTION

Position Title: Contact Center Supervisor

Status: Regular, Exempt

Location: Modesto, California

Self-Help Federal Credit Union (SHFCU) is currently undergoing dynamic growth in its retail credit union operations in California and more recently in Illinois.

The Contact Center Supervisor will report to the Contact Center Manager, oversees day to day operations and supervise Contact Center Specialists. We are seeking a talented, proven leader to supervise and coordinate the functions and staff of the Contact Center to achieve member satisfaction by maintaining quality and committed service to the credit union's members. The Supervisor will ensure the department operates in an efficient, effective manner and use appropriate judgement to ensure compliance and the delivery of excellent member service.

Responsibilities:

- Assist with hiring and onboarding new employees. Oversees and direct the day-to-day activities of Contact Center Specialists. Monitor staff performance and coach them to cultivate the knowledge and skills to provide excellent member service.
- Maintain high level of knowledge of all credit union products and services. Acts as a resource of information and answers questions from staff, assigns tasks, provide guidance and feedback. Responsible for training, coaching, and staff development. Create and deliver performance improvement plans, assist with handling disciplinary action.
- Ensure adherence to credit union policies and department procedures, etc. Devise ways to optimize procedures and keep staff motivated. Recommend methods to improve member service, working conditions and to increase efficiency.
- Prepares and directs scheduling, monitors attendance, schedule shifts and breaks as necessary. Recommend necessary staffing and procedure adjustments to meet department goals and deadlines.
- Anticipate escalation and take over calls when needed. Resolve member complaints in a professional manner focusing on excellent member service. Handle all written correspondence in a professional manner. Assist with answering member calls as needed.
- Prepare monthly & annual performance reports. Provide feedback to improve performance with Contact Center key metrics such as call abandonment, calls waiting, etc. Hold staff accountable for achieving individual and department goals. Participate in monthly one-on-one's with staff as well as annual performance reviews.
- Keep management informed on issues and problems. Suggest possible improvements.
- Collaborate with other supervisors and management team members to support agents to meet call center goals, and maximize member satisfaction.
- Other duties as assigned.

Requirements:

- Strong commitment to our mission – creating economic opportunity for traditionally underserved communities.
- Strong understanding of cultural competency.
- Preference for working in organizations that place priority on teamwork and collaboration
- High school diploma or equivalent education and experience.
- Two or more years of contact center or financial institution experience, with a minimum of two years in a supervisory role.
- Professional demeanor, proven leadership ability, strong organizational and communication skills, and must value a high degree of accuracy. Ability to multi-task, set priorities and manage time effectively.
- Computer proficiency. Knowledge in contact center software, online and mobile banking services preferred.
- Flexible in hours including evenings and weekends.
- Up to 30% travel within SHFCU and all brand organizations.
- Bilingual Spanish/English preferred

Physical Requirements:

Frequently requires use of manual dexterity and repetitive motions, primarily with the wrists, hands, and/or fingers. Must be able to occasionally lift and exert force of up to 10 pounds.

About Self-Help Federal:

Self-Help Federal Credit Union was chartered in 2008 to build a network of branches that serve working families and underserved communities. With 17 branches in California, 9 branches in Illinois, 2 branches in Florida, and 1 branch in Wisconsin, over \$1 billion in assets, and serving more than 79,000 members, Self-Help Federal is one of the fastest-growing low-income designated credit unions in the country. It is part of the national Self-Help family of non-profit organizations whose collective mission is to create and protect ownership and economic opportunity for all. For 38 years, the Center for Community Self-Help and its affiliates have provided \$7.9 billion in financing to help over 149,000 low-wealth borrowers buy homes, start and build businesses, and strengthen community resources. For more information, go to www.self-helpfcu.org and www.self-help.org.

We are an equal opportunity employer:

Self-Help is committed to providing equal employment opportunities to all persons regardless of race, color, class, age, religion, disability that can be accommodated, marital status (including domestic partner status), ancestry, nationality, national origin, religion (and lack thereof), family status, sex (including pregnancy, childbirth, and related medical conditions), other medical condition and/or disability: physical or mental, AIDS/HIV status, genetic information, sexual identity, gender identification (including transgender status), sexual orientation, political activities or affiliations, and veteran status.

Compensation:

Competitive salary, based on experience, plus a generous benefits package that includes health, dental, life insurance, flexible spending plan, retirement plan, paid parental leave, and domestic partners policy.

Please apply to our Human Resources Department:

Interested individuals please send a resume and cover letter to cahiringmanager@self-help.org and reference this job, "Contact Center Supervisor, Modesto" in the subject line of your message.

The Self-Help Federal Credit Union is an Equal Opportunity Employer